

FIGURE 1
SYSTEM CONFIGURATION

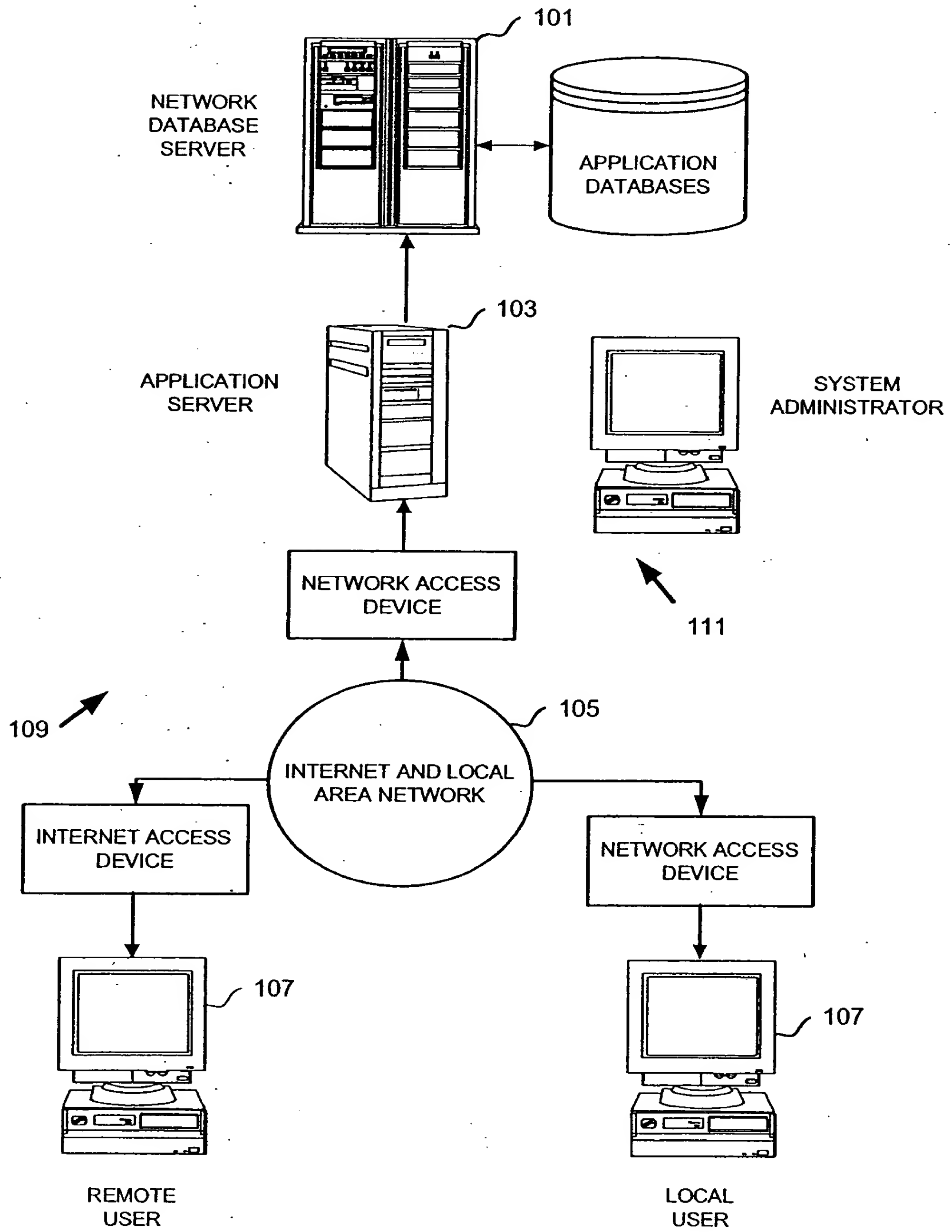


FIGURE 2.A:
METHOD OF GENERATING A CONTRACT

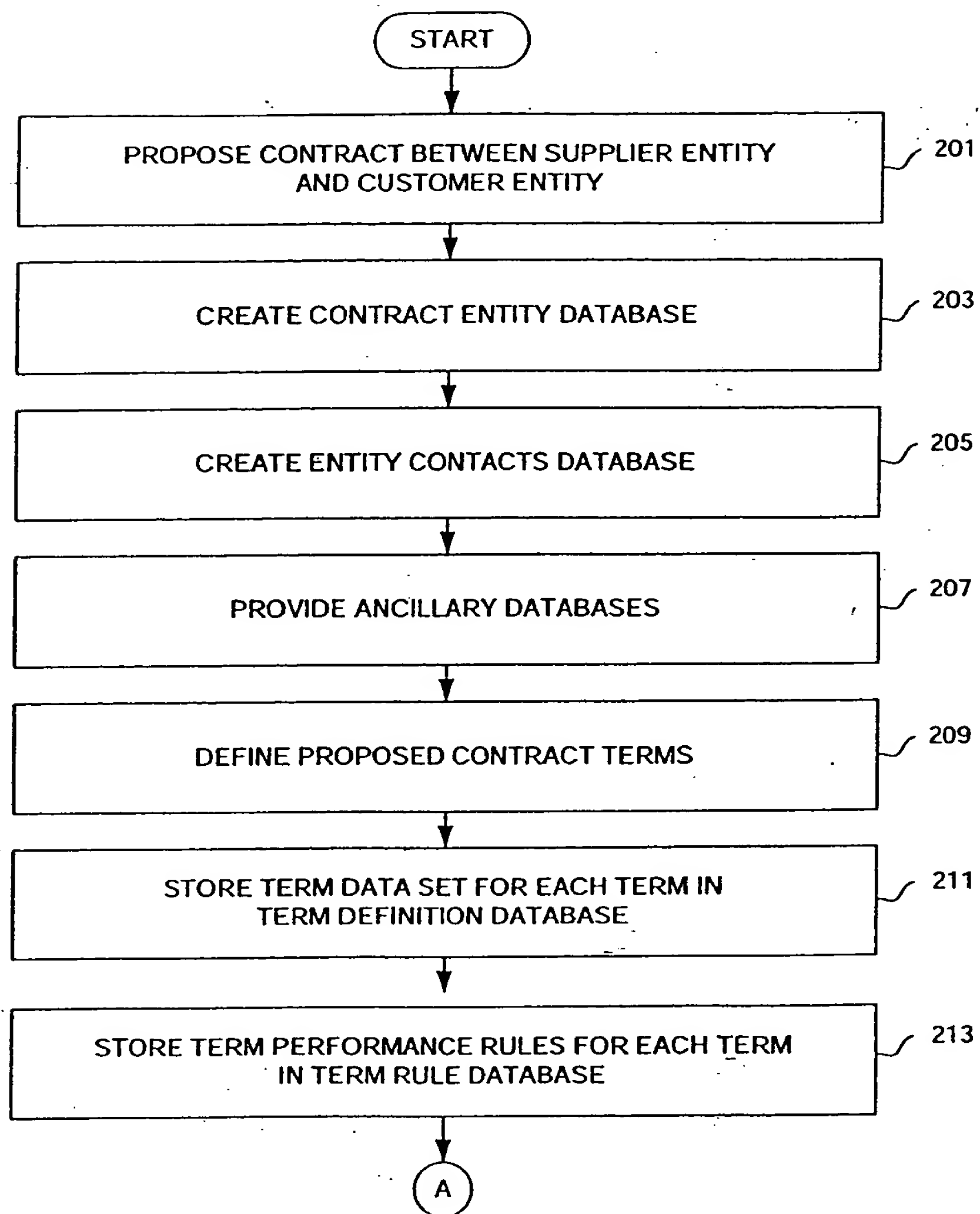


FIGURE 2.B:
METHOD OF GENERATING A CONTRACT

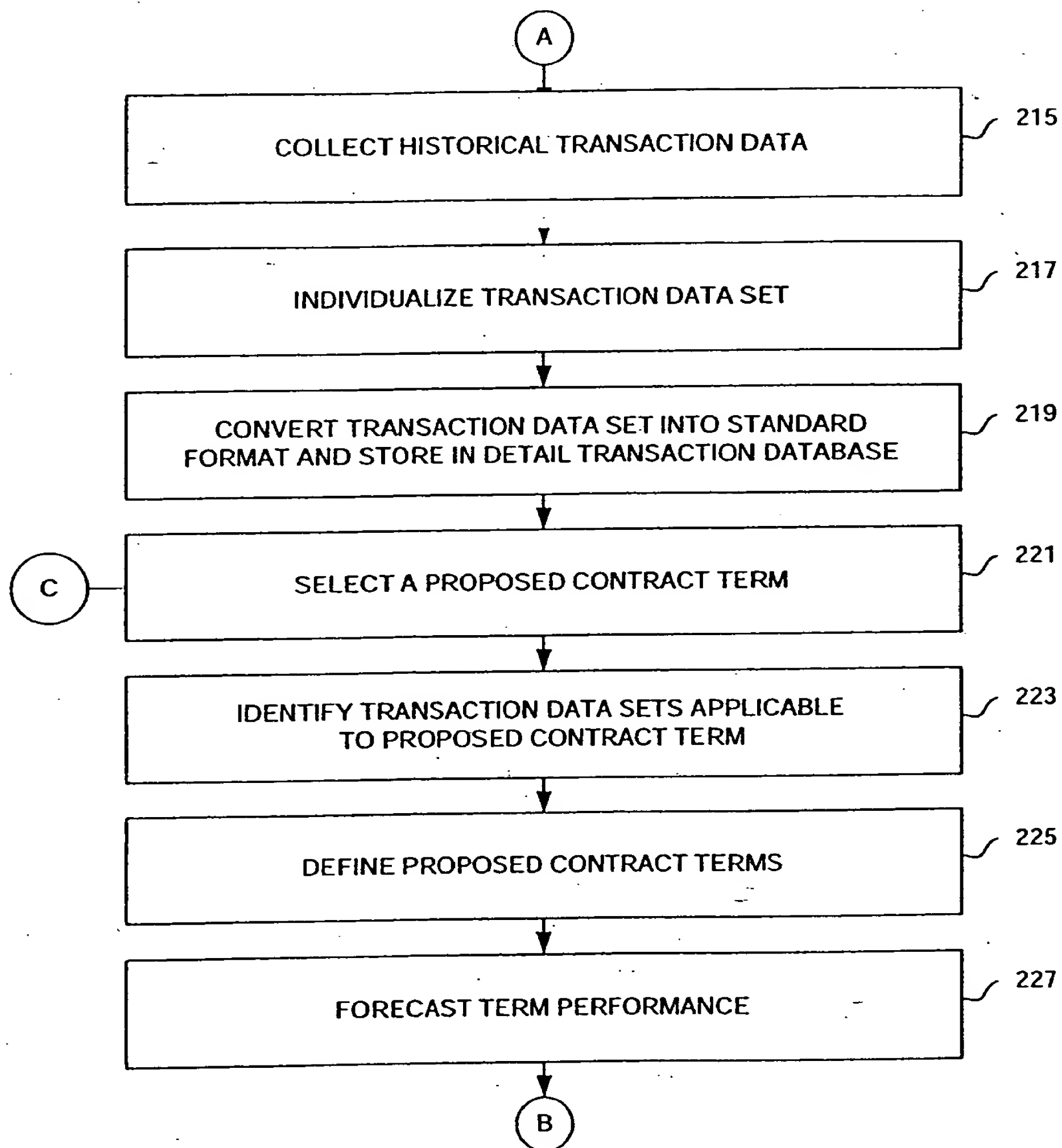


FIGURE 2.C:
METHOD OF GENERATING A CONTRACT

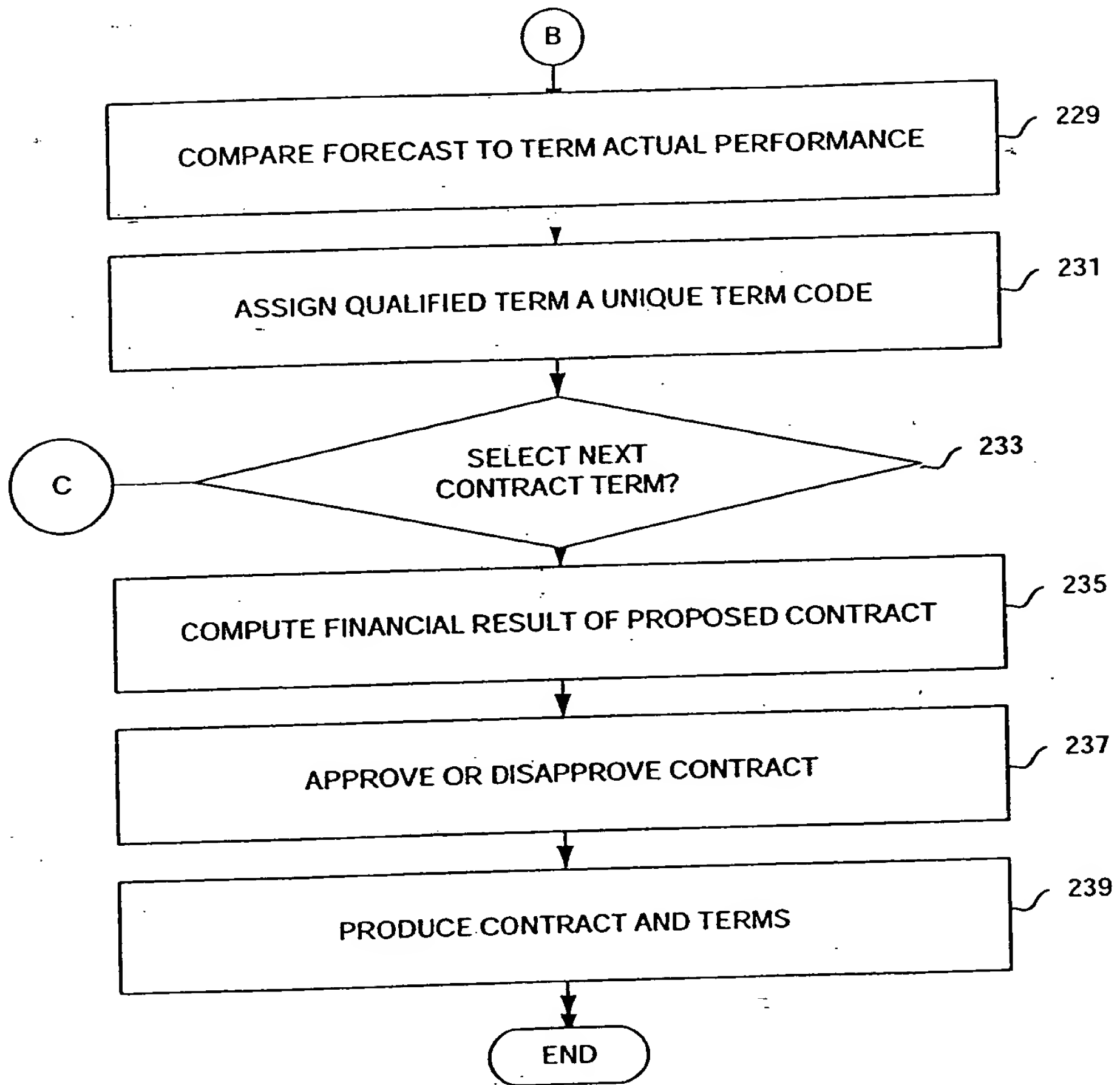


FIGURE 3:
COMPUTER PROCESSOR AND DATABASES

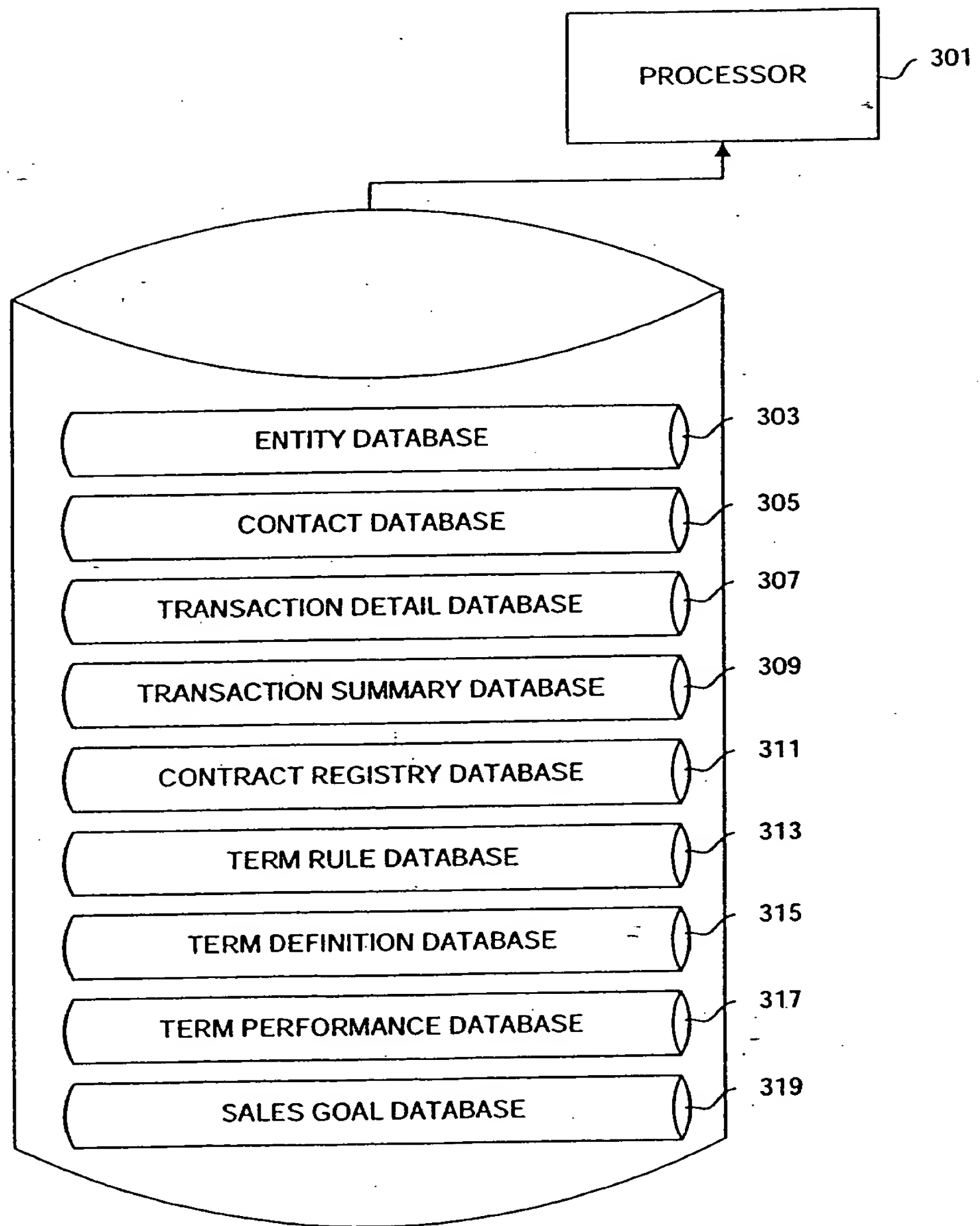


FIGURE 4.A
CONTRACT-DESIGNATED TRANSACTION

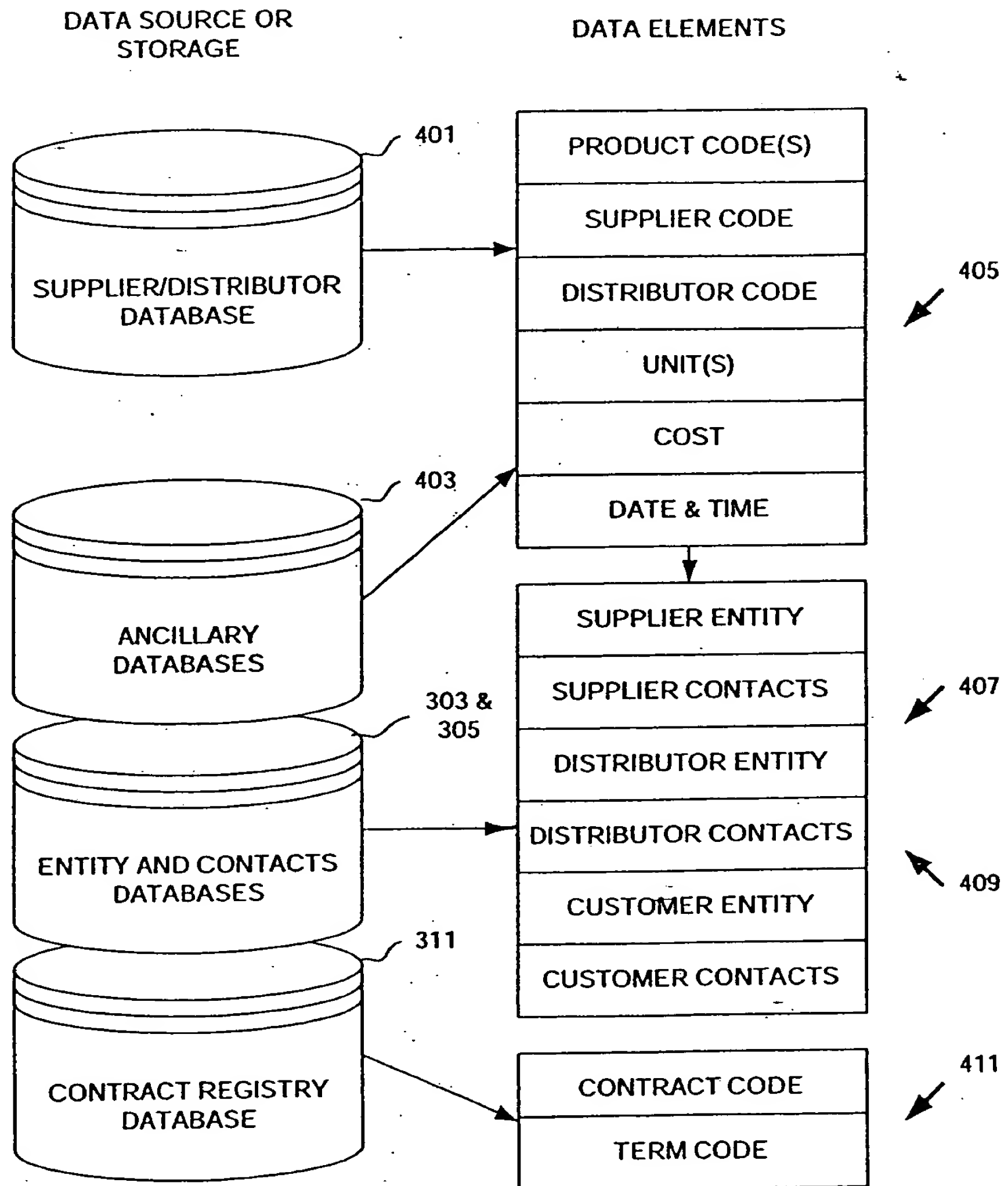


FIGURE 5.A
INPUT CONTRACT ENTITIES AND CONTACTS

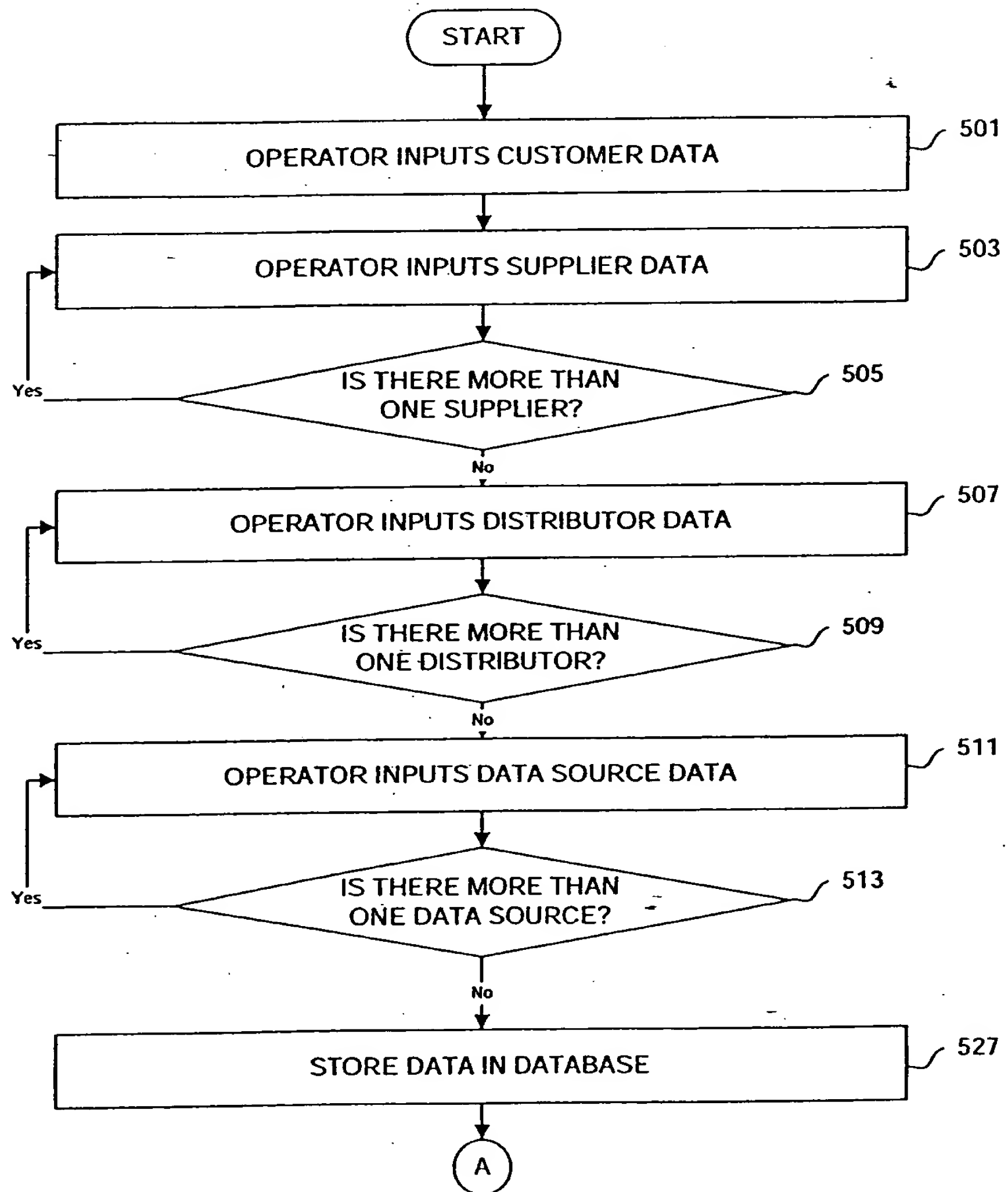


FIGURE 5.B
INPUT CONTRACT ENTITIES AND CONTACTS

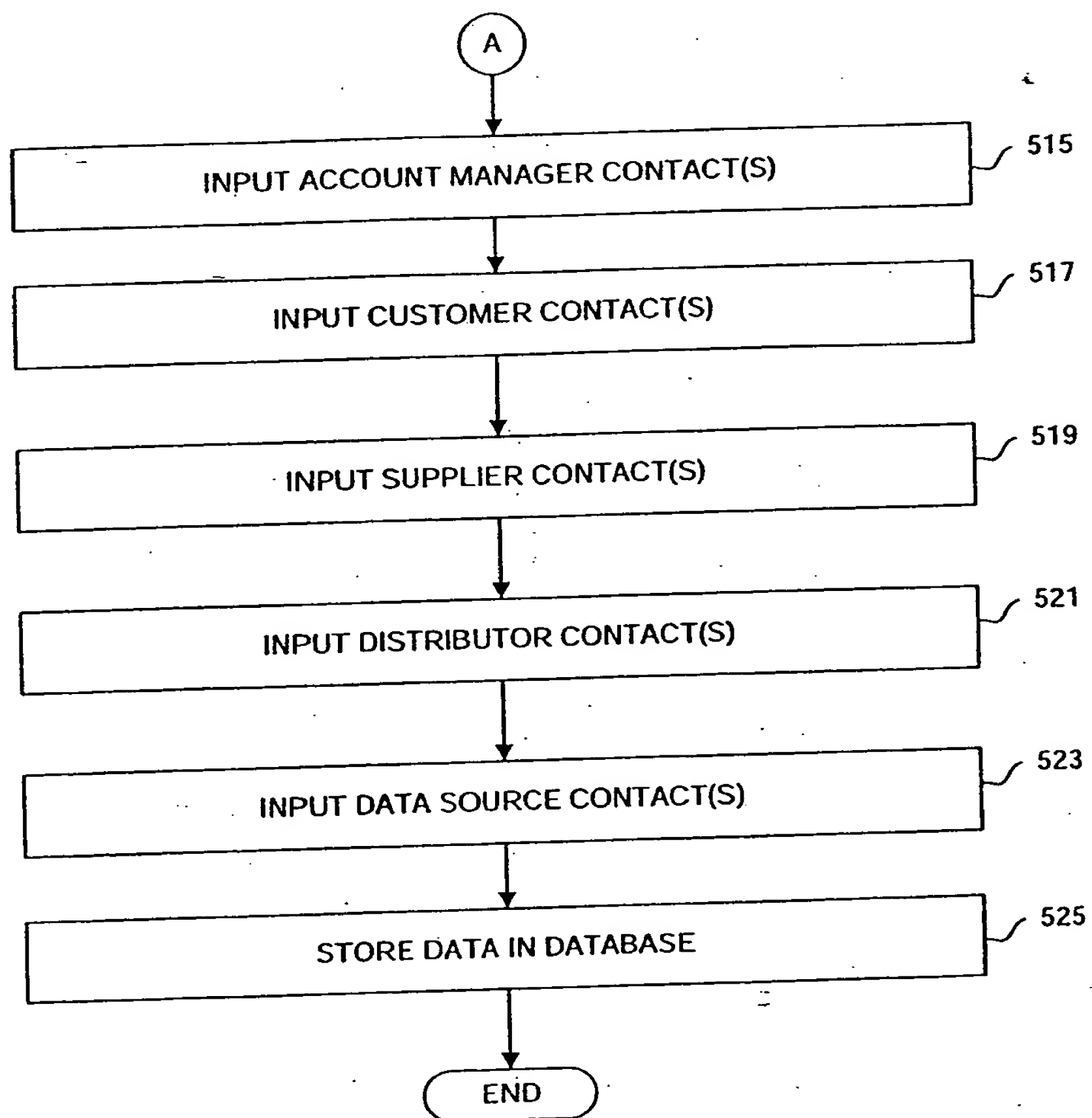


FIGURE 4.B
CONTRACT-DESIGNATED TRANSACTION

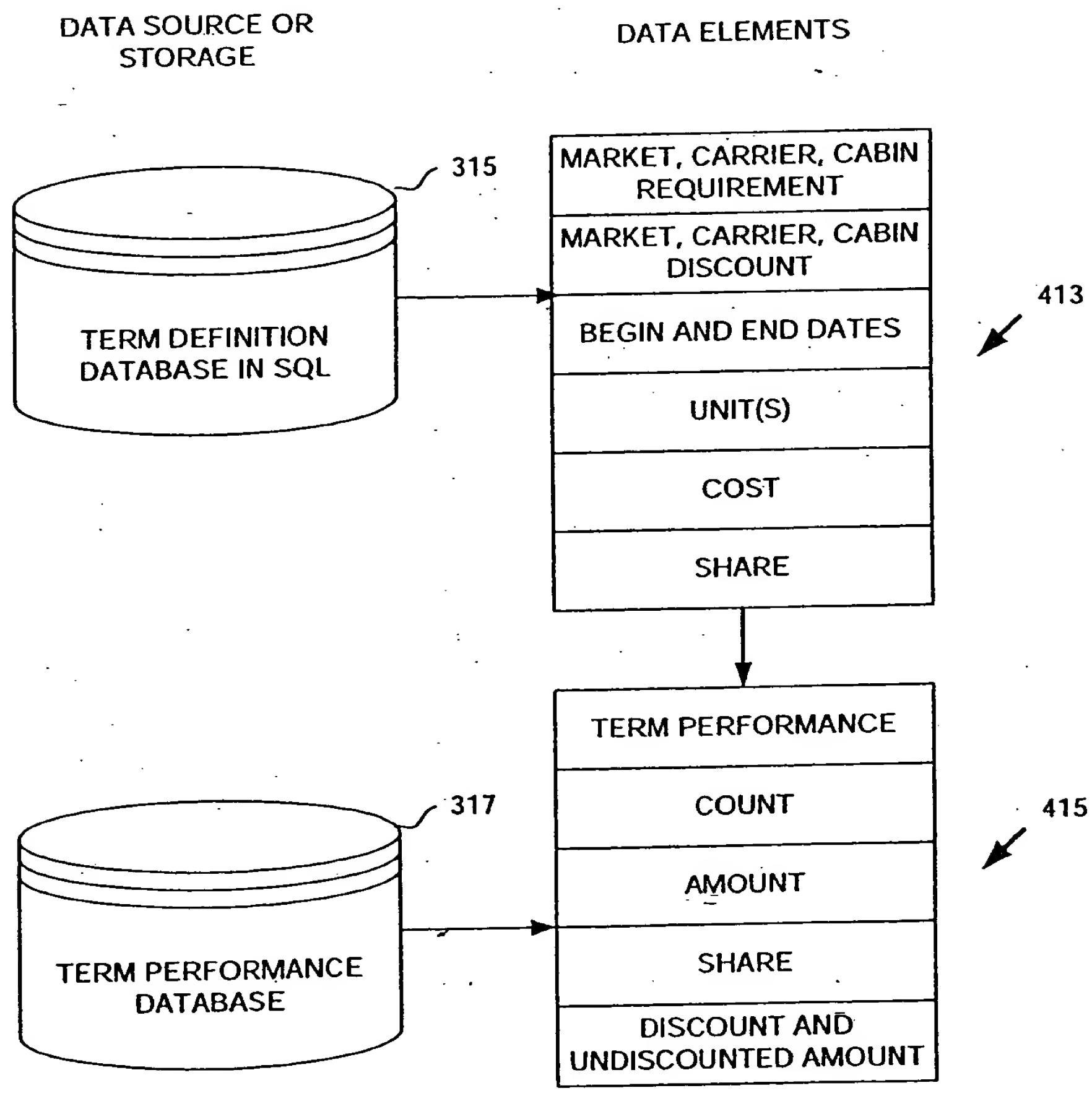


FIGURE 6:
ESTABLISH CONTRACT AND TERM RULES

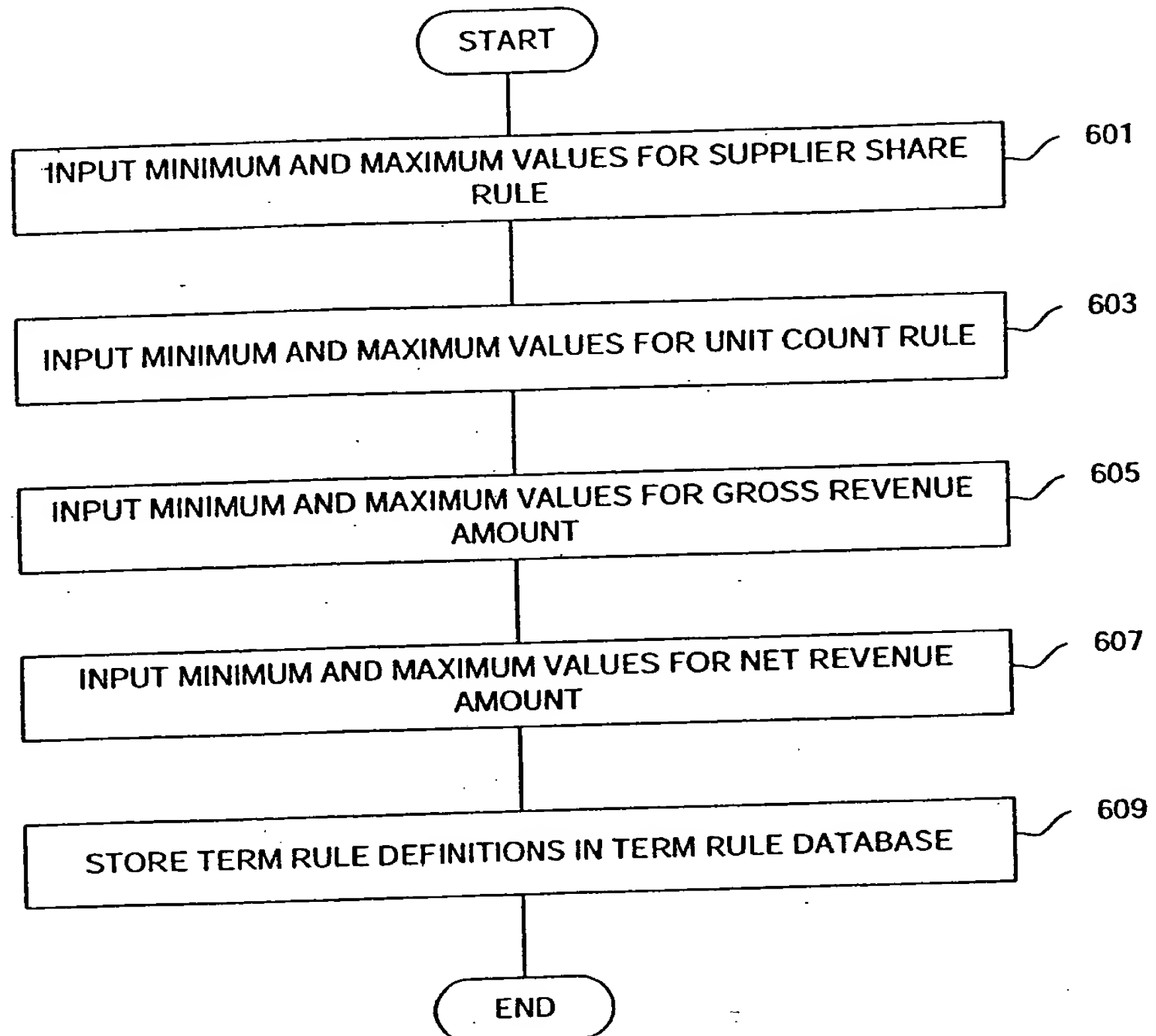


FIGURE 7.A
NORMALIZE DATA INTO STANDARD TRANSACTION FORMAT

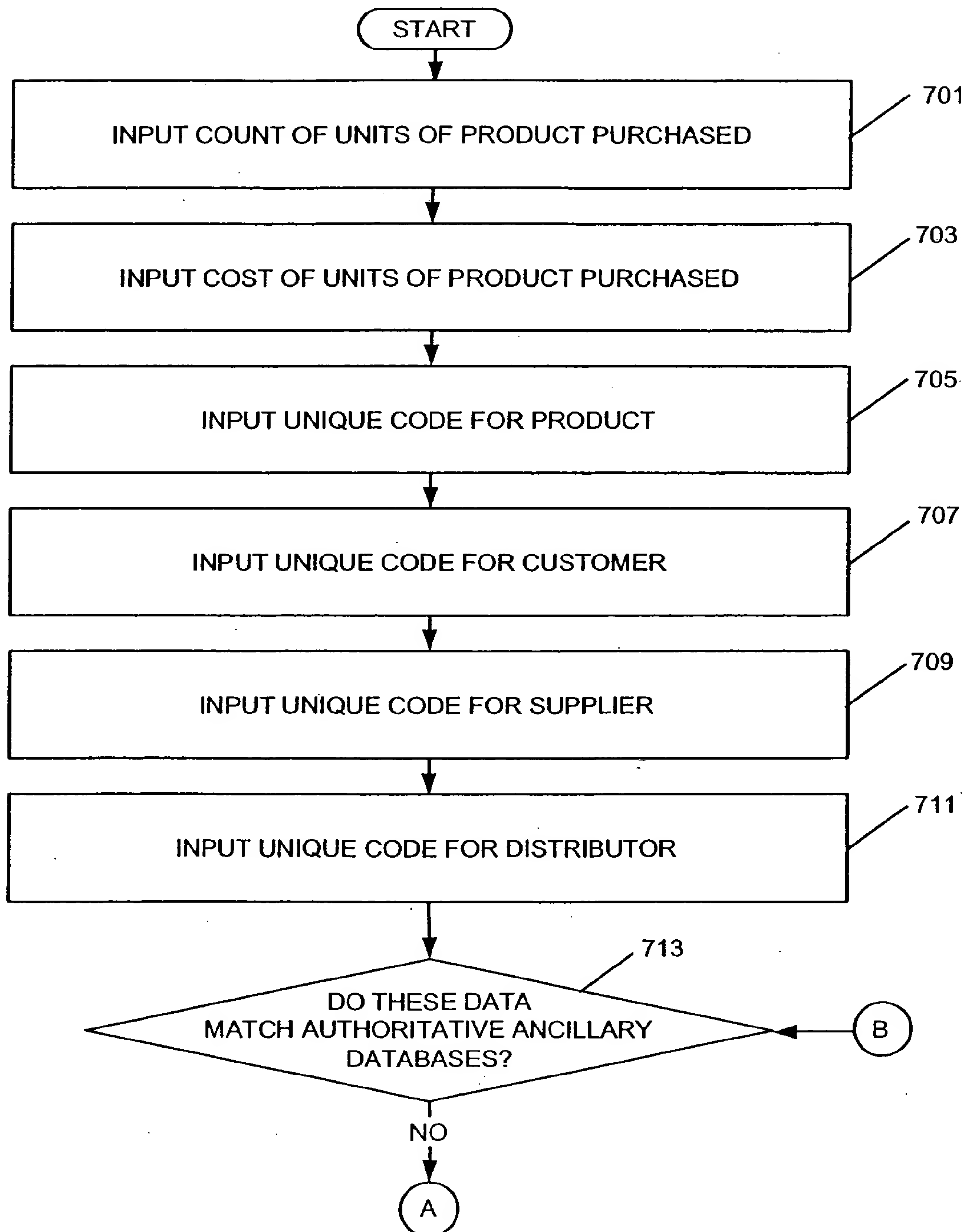


FIGURE 7.B:
NORMALIZE DATA INTO STANDARD TRANSACTION FORMAT

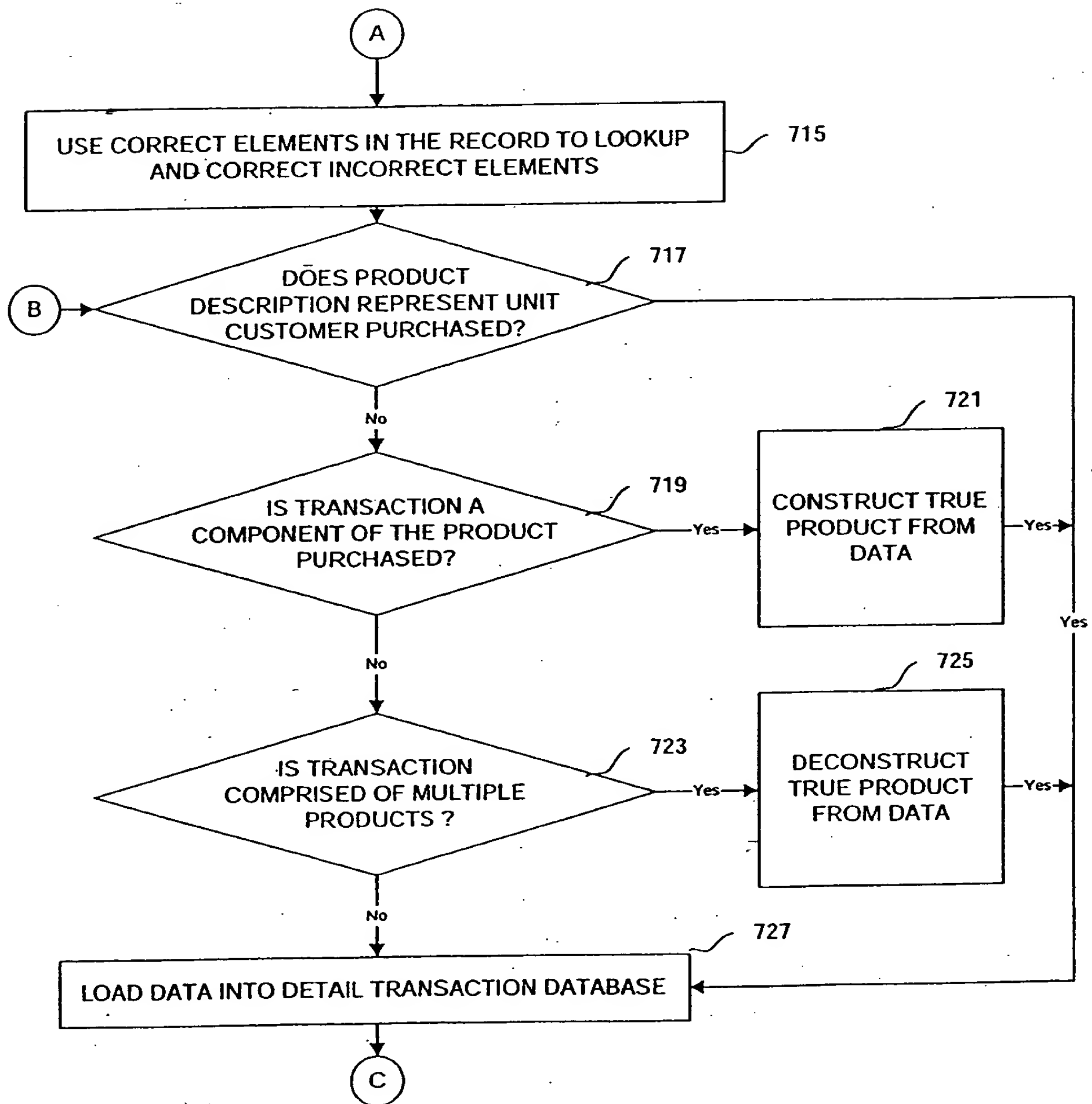


FIGURE 7.C:
NORMALIZE DATA INTO STANDARD TRANSACTION FORMAT

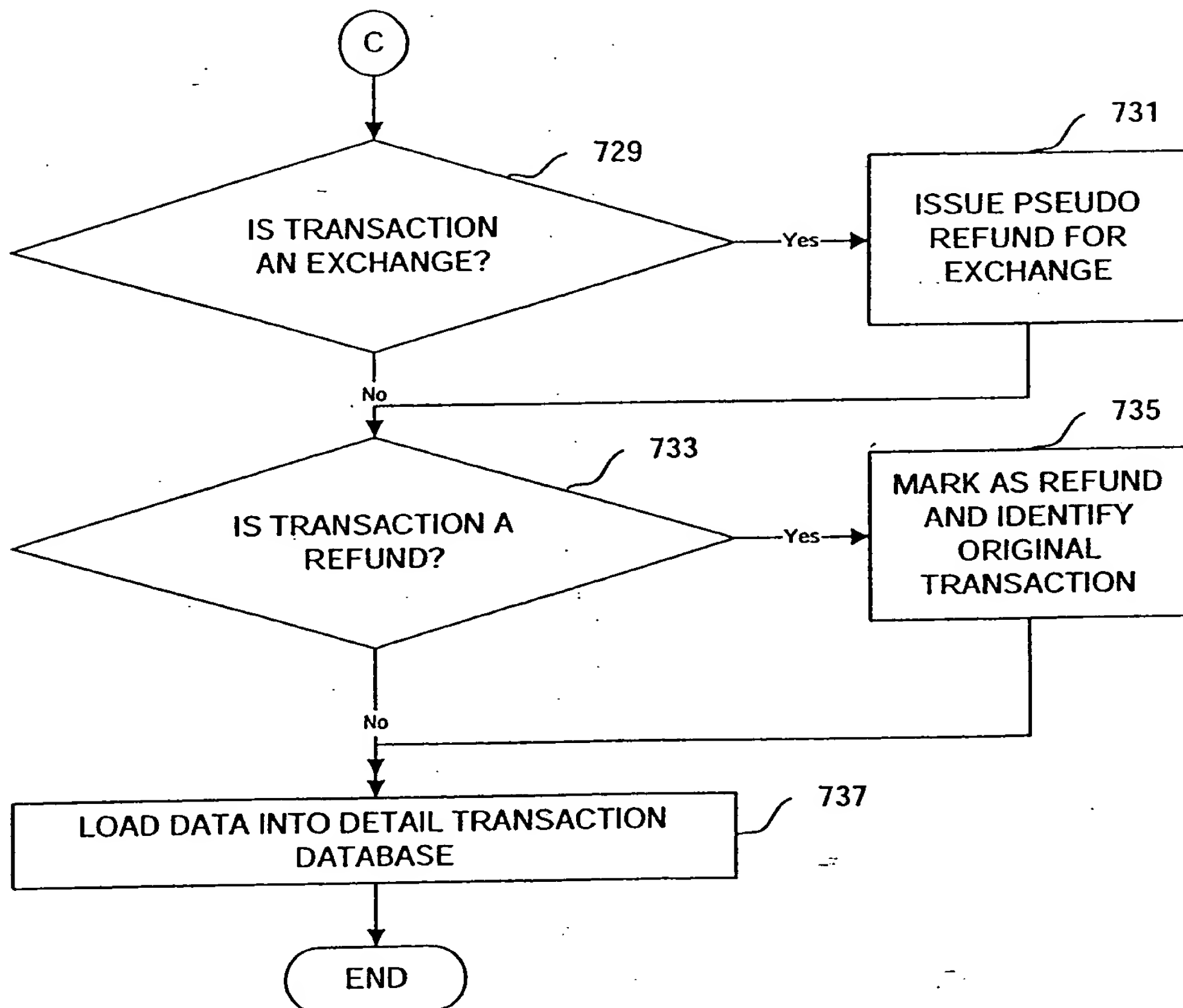


FIGURE 8.A
DEFINE CONTRACT AND PERFORMANCE TERMS

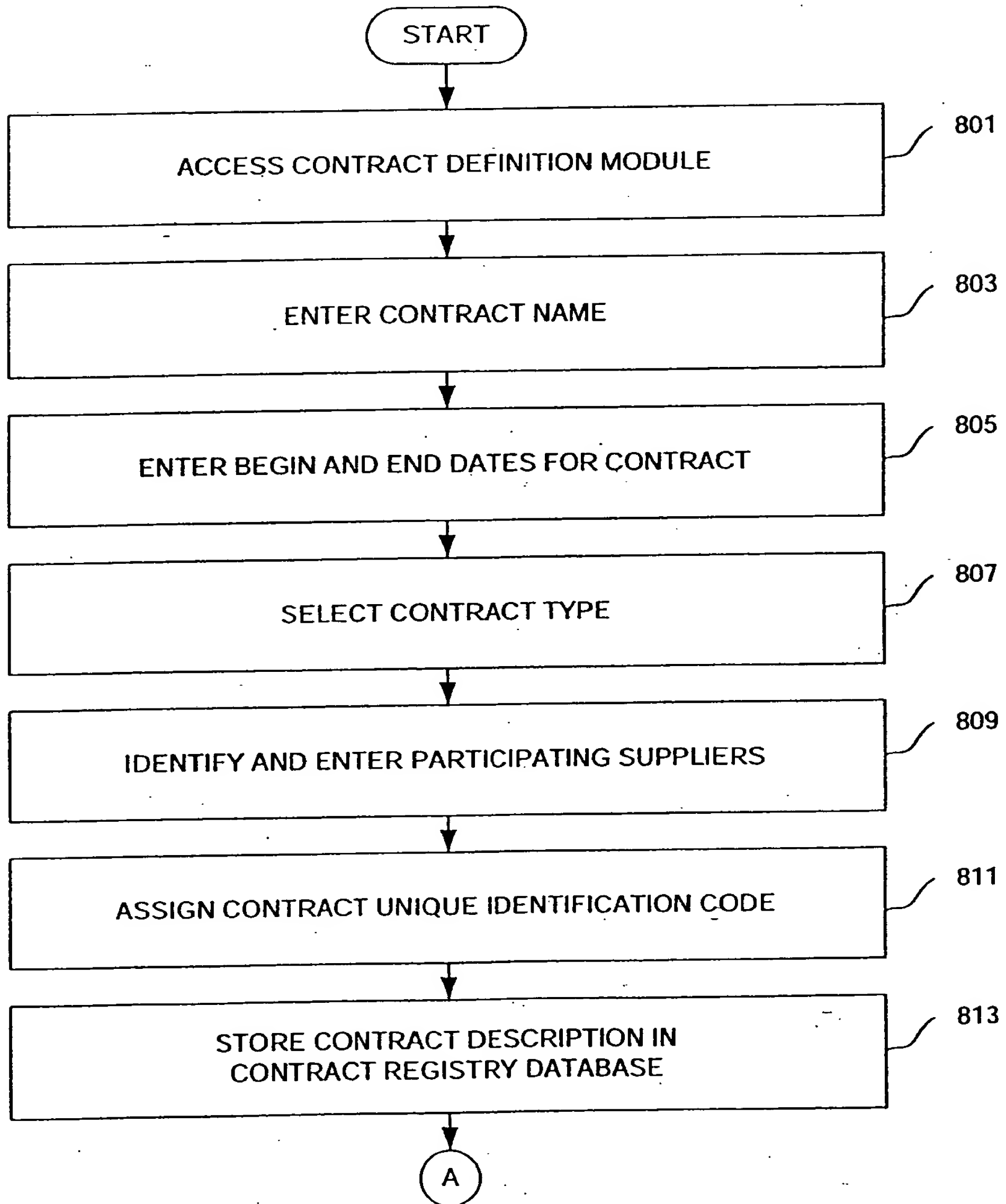


FIGURE 8.B
DEFINE CONTRACT AND PERFORMANCE TERMS

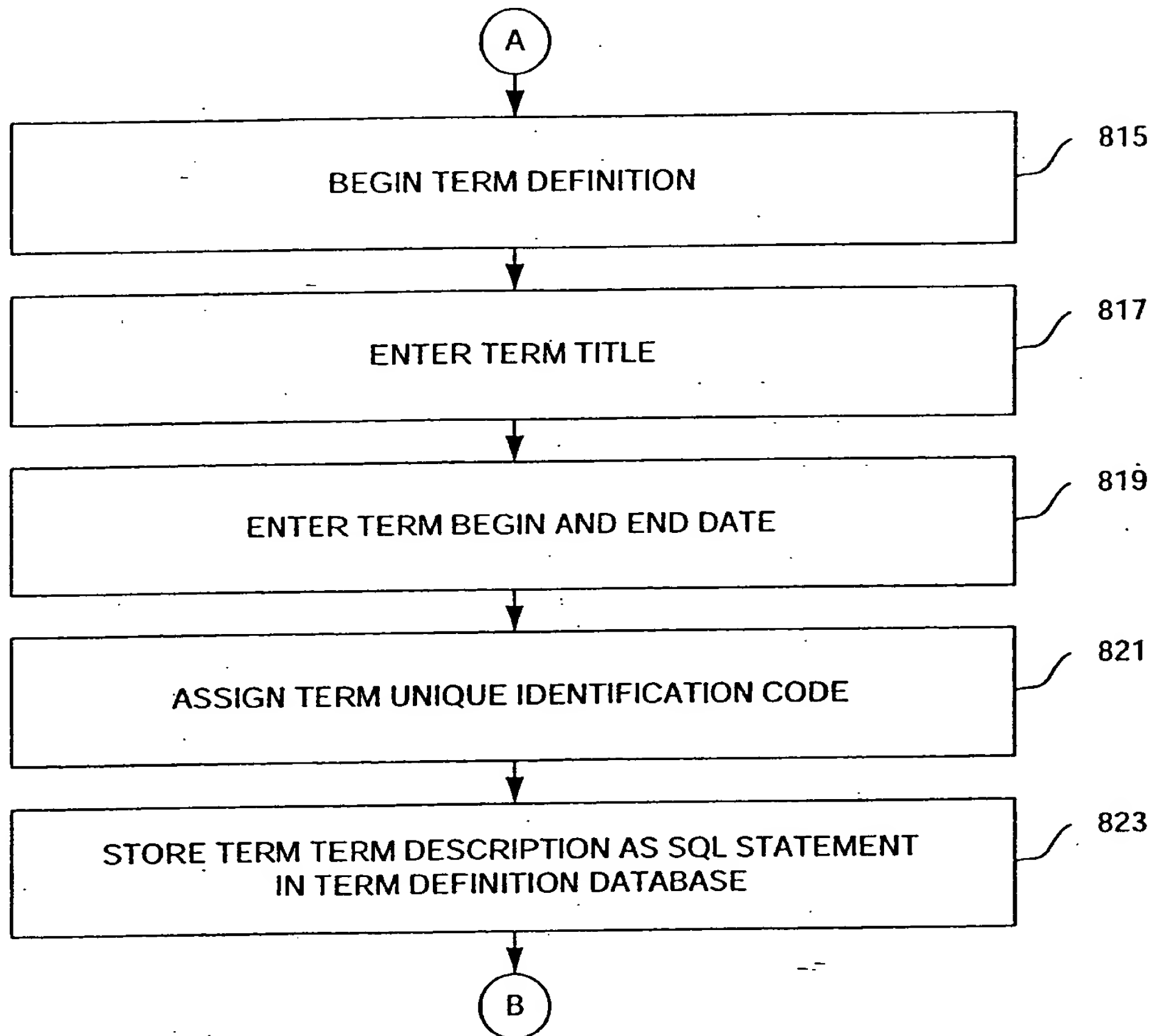


FIGURE 8.C
DEFINE CONTRACT AND PERFORMANCE TERMS

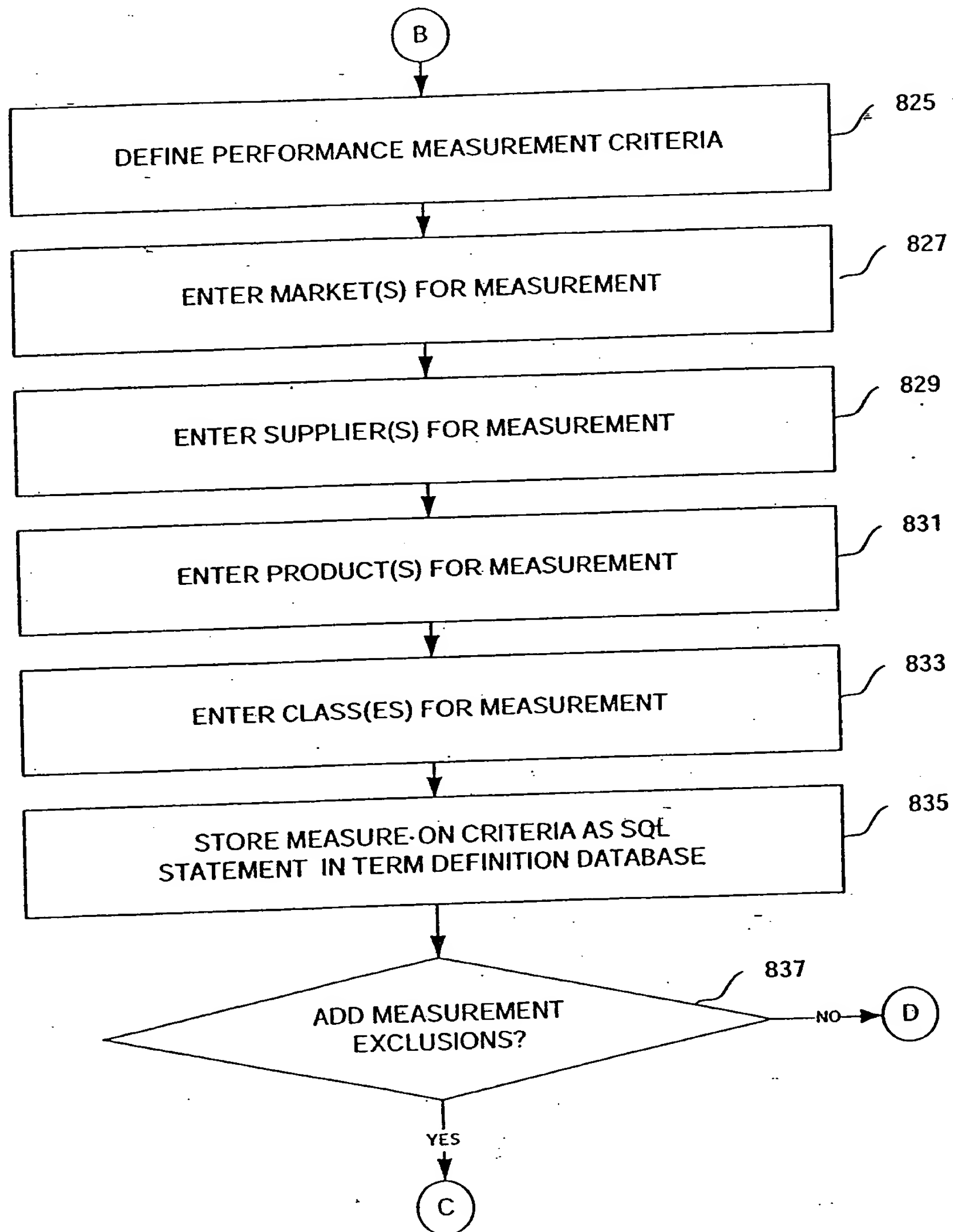


FIGURE 8.D
DEFINE CONTRACT AND PERFORMANCE TERMS

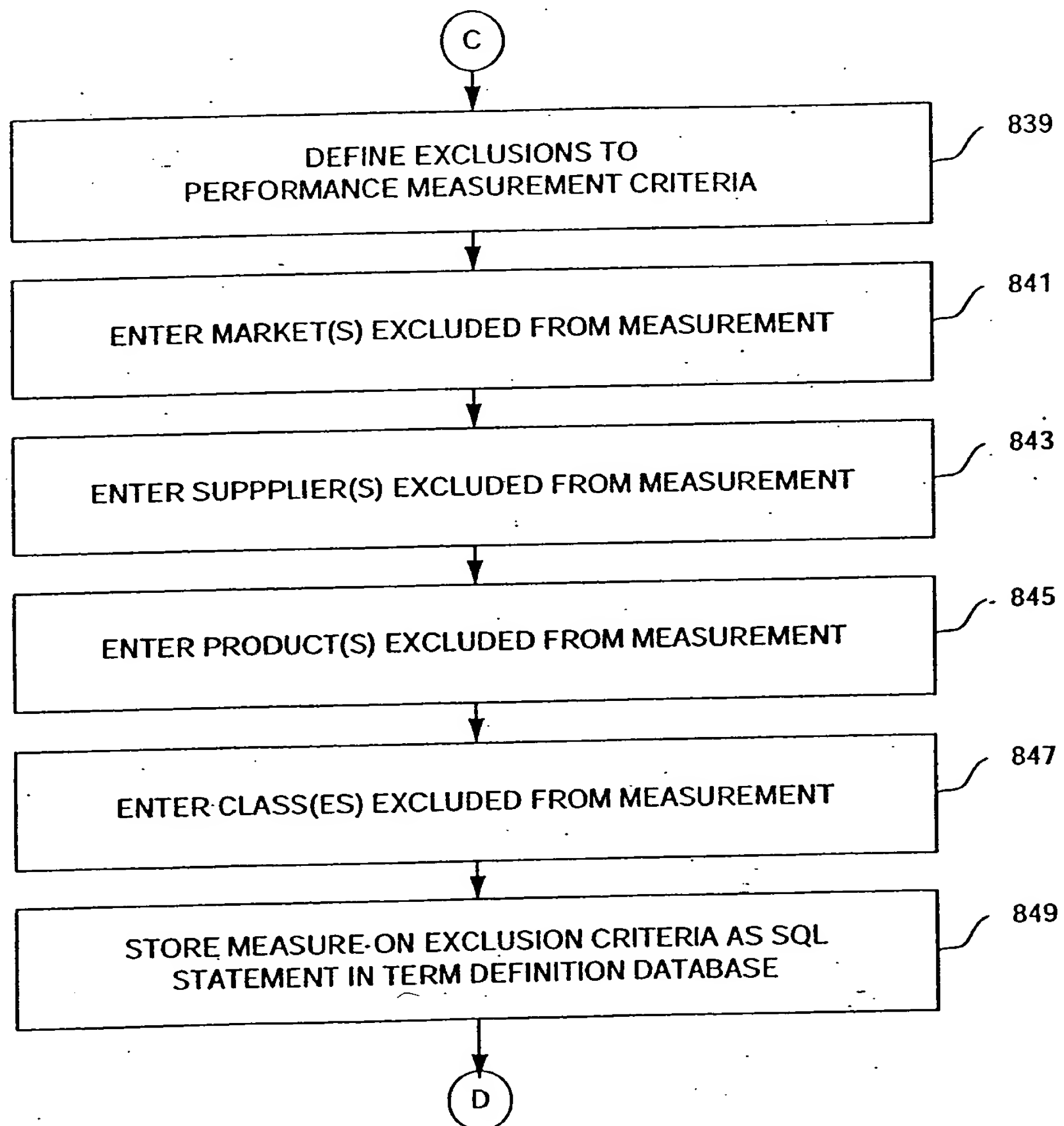


FIGURE 8.E
DEFINE CONTRACT AND PERFORMANCE TERMS

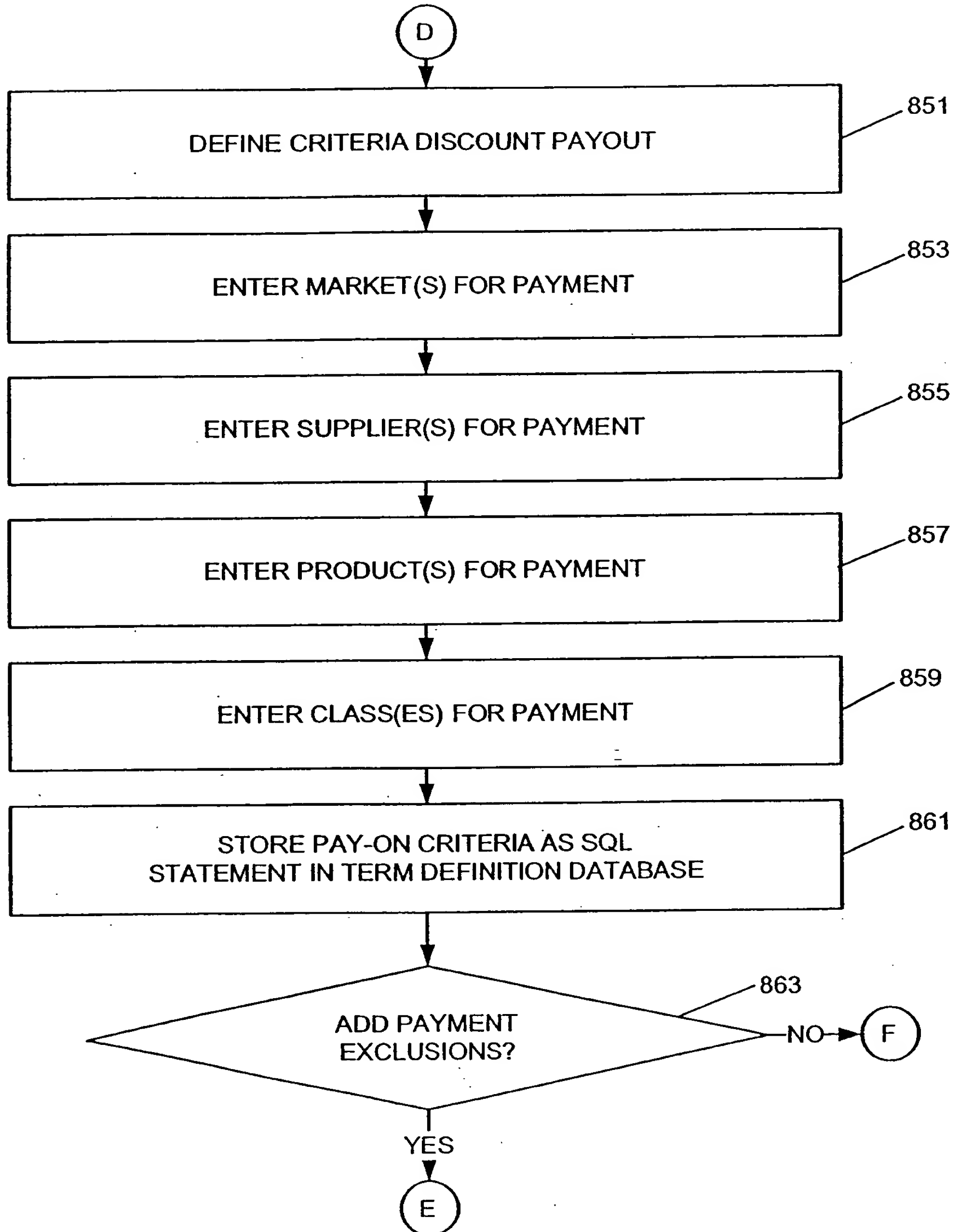


FIGURE 8.F
DEFINE CONTRACT AND PERFORMANCE TERMS

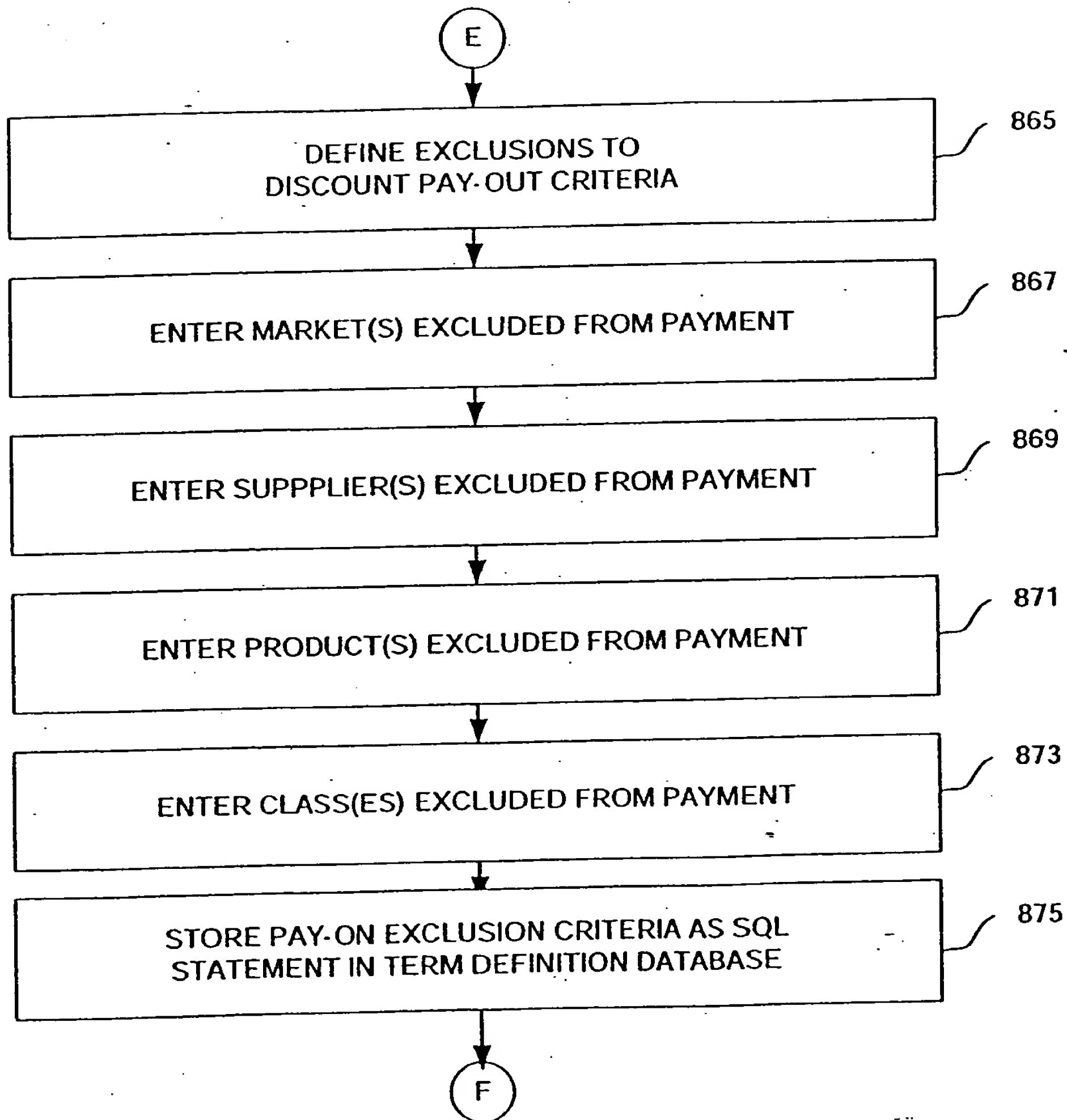


FIGURE 8.G
DEFINE CONTRACT AND PERFORMANCE TERMS

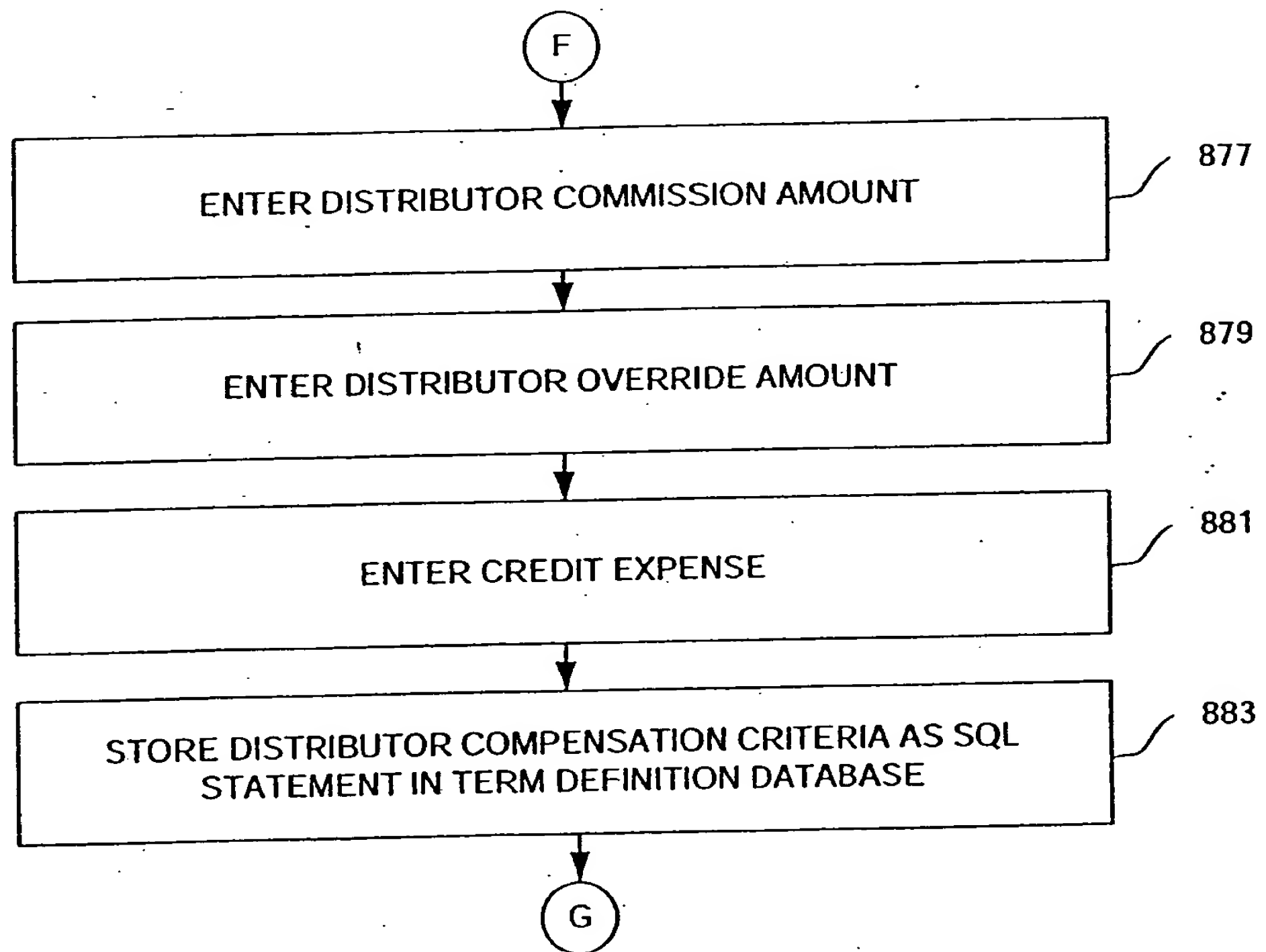


FIGURE 8.H
DEFINE CONTRACT AND PERFORMANCE TERMS

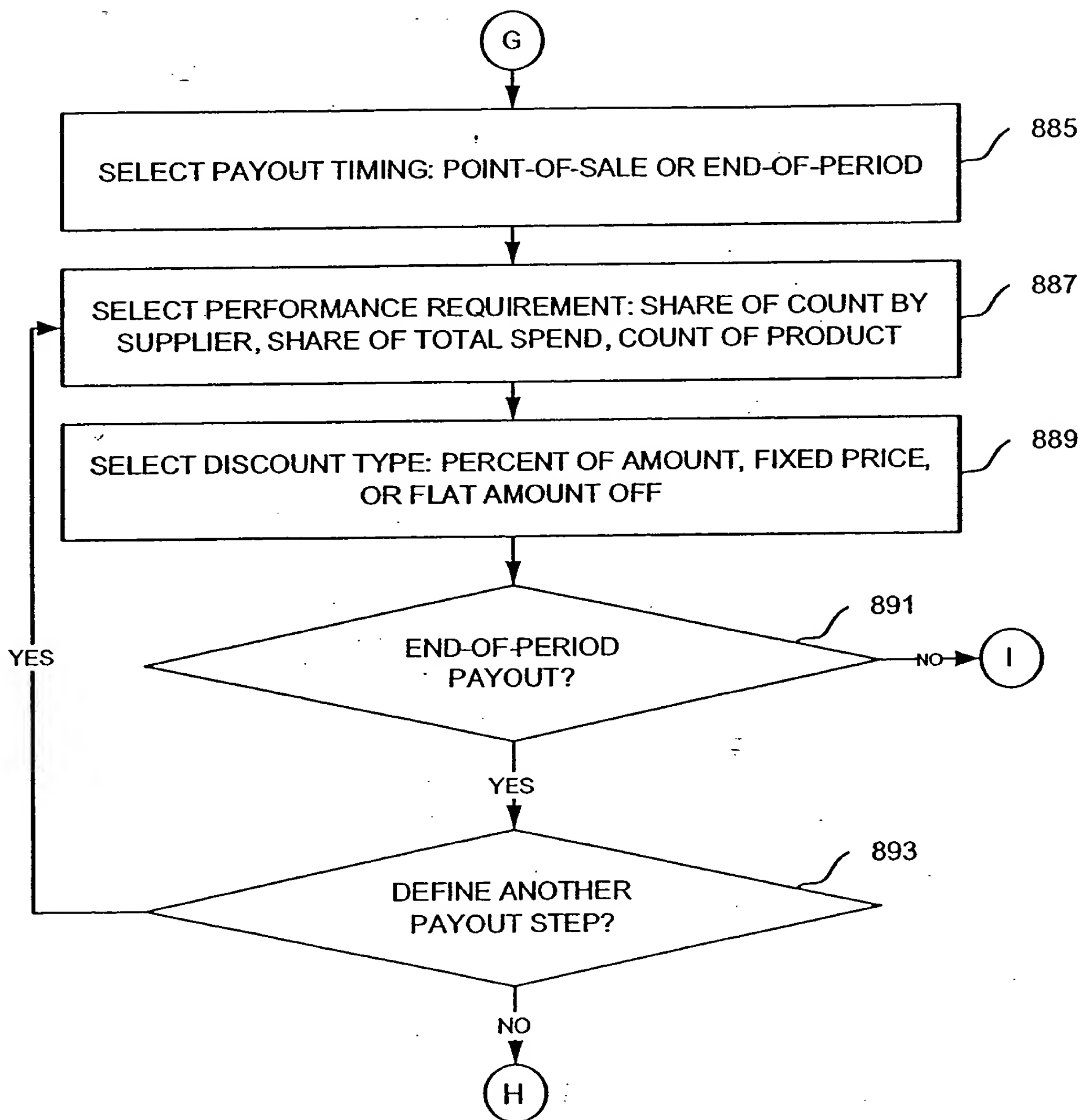


FIGURE 8.I
DEFINE CONTRACT AND PERFORMANCE TERMS

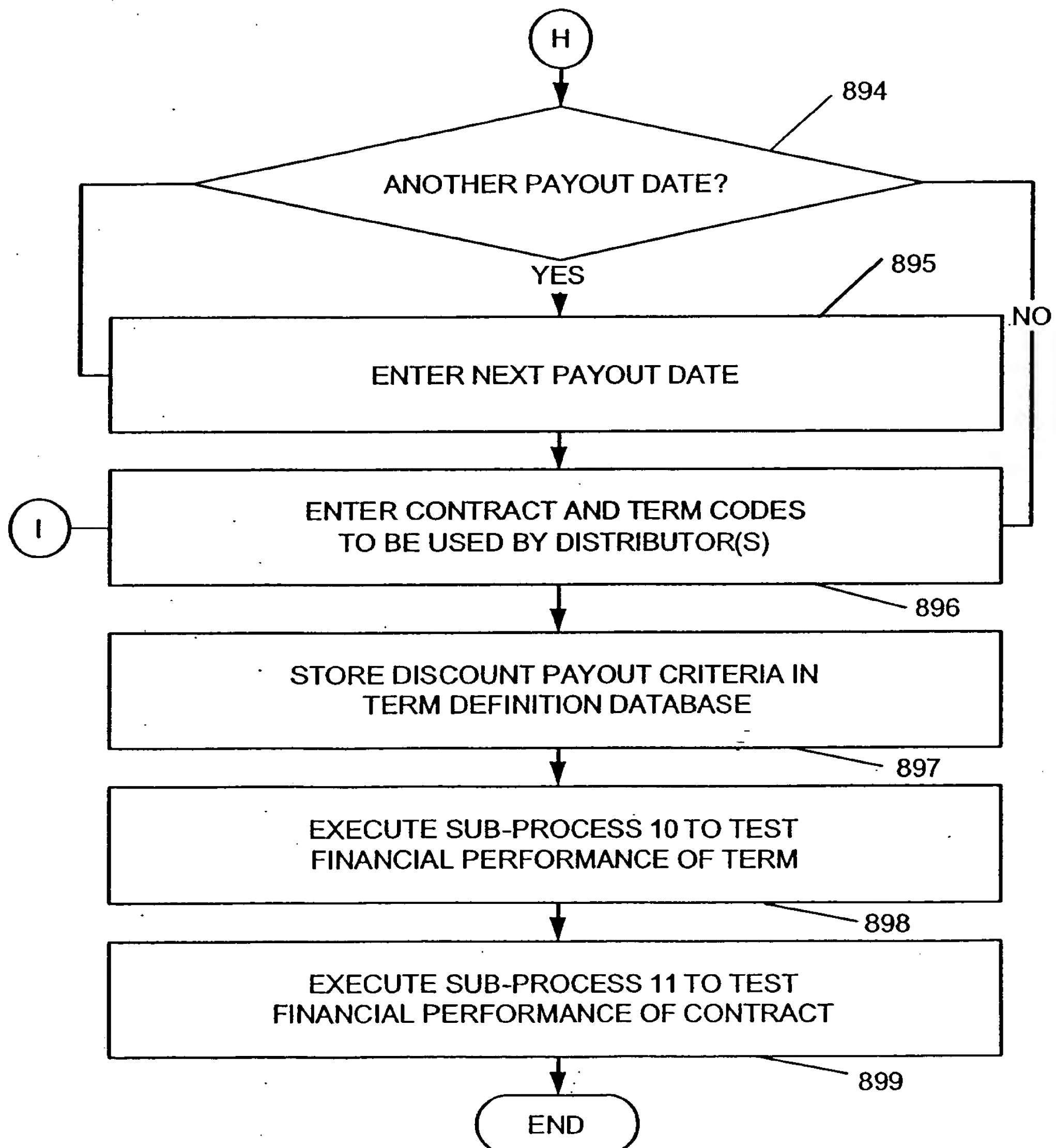


FIGURE 9.A

MARK DETAILED TRANSACTIONS WITH
CUSTOMER, CONTRACT, AND TERM CODES

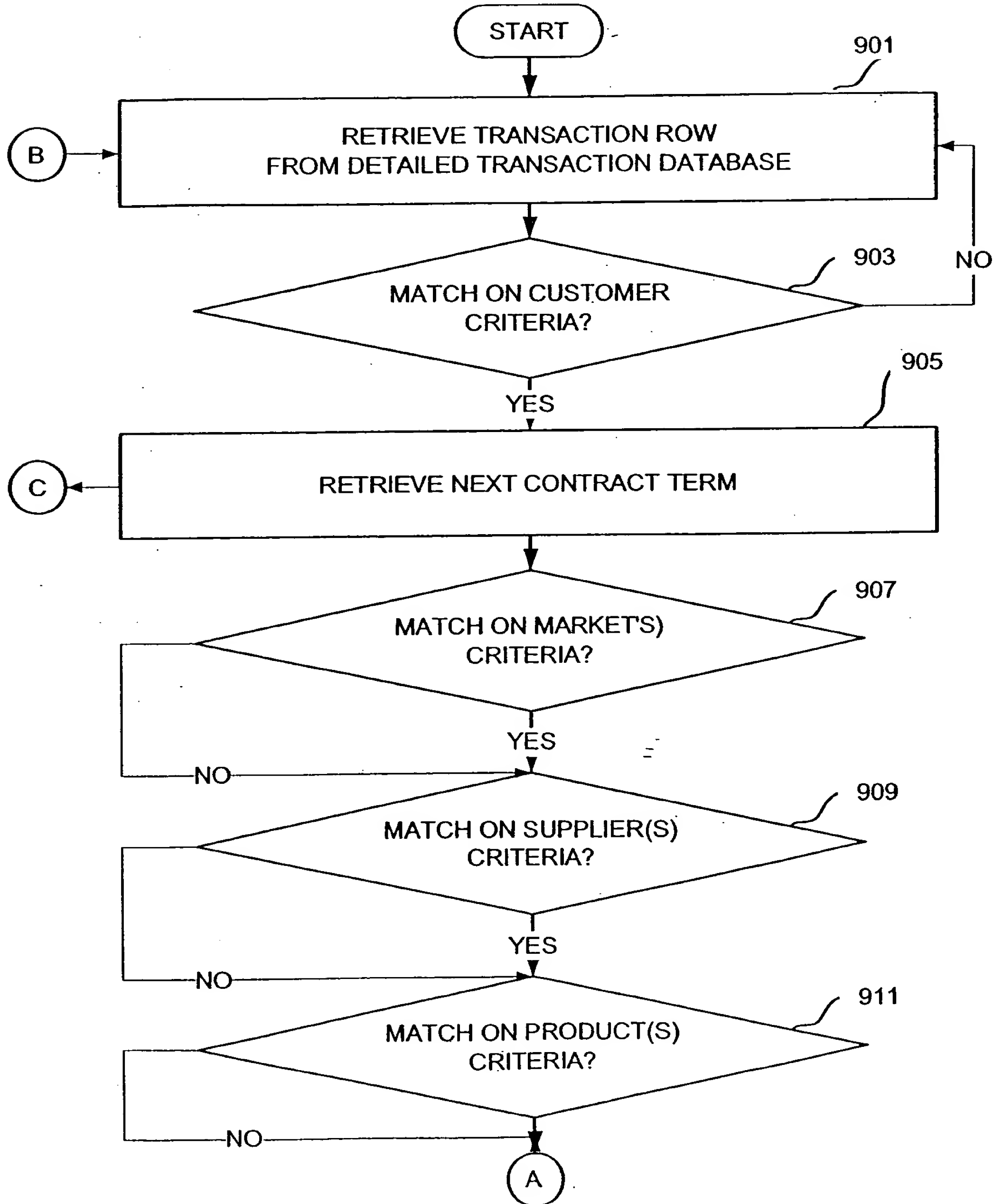


FIGURE 9.B
MARK DETAILED TRANSACTIONS WITH
CUSTOMER, CONTRACT, AND TERM CODES

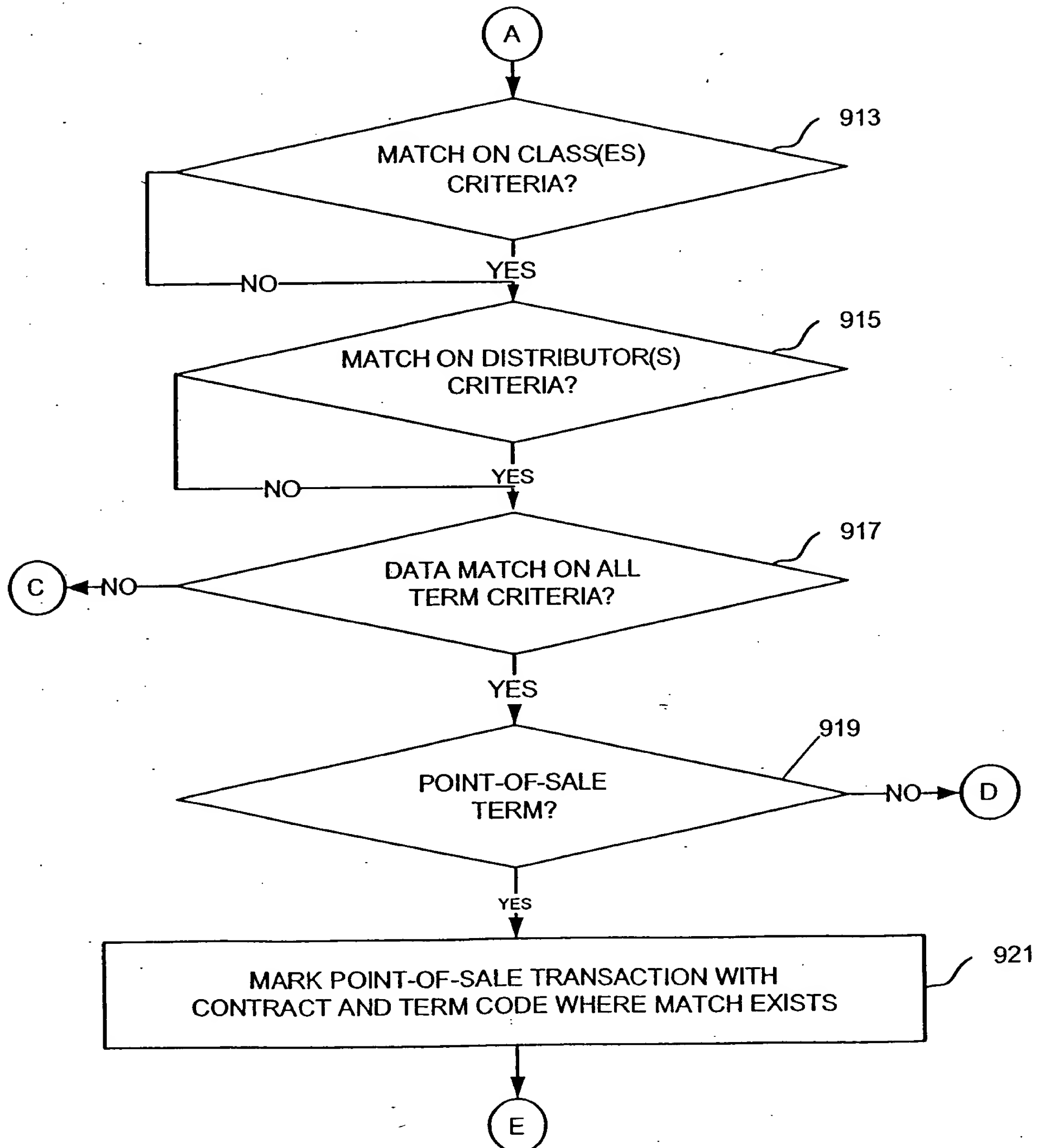


FIGURE 9.C
MARK DETAILED TRANSACTIONS WITH
CUSTOMER, CONTRACT, AND TERM CODES

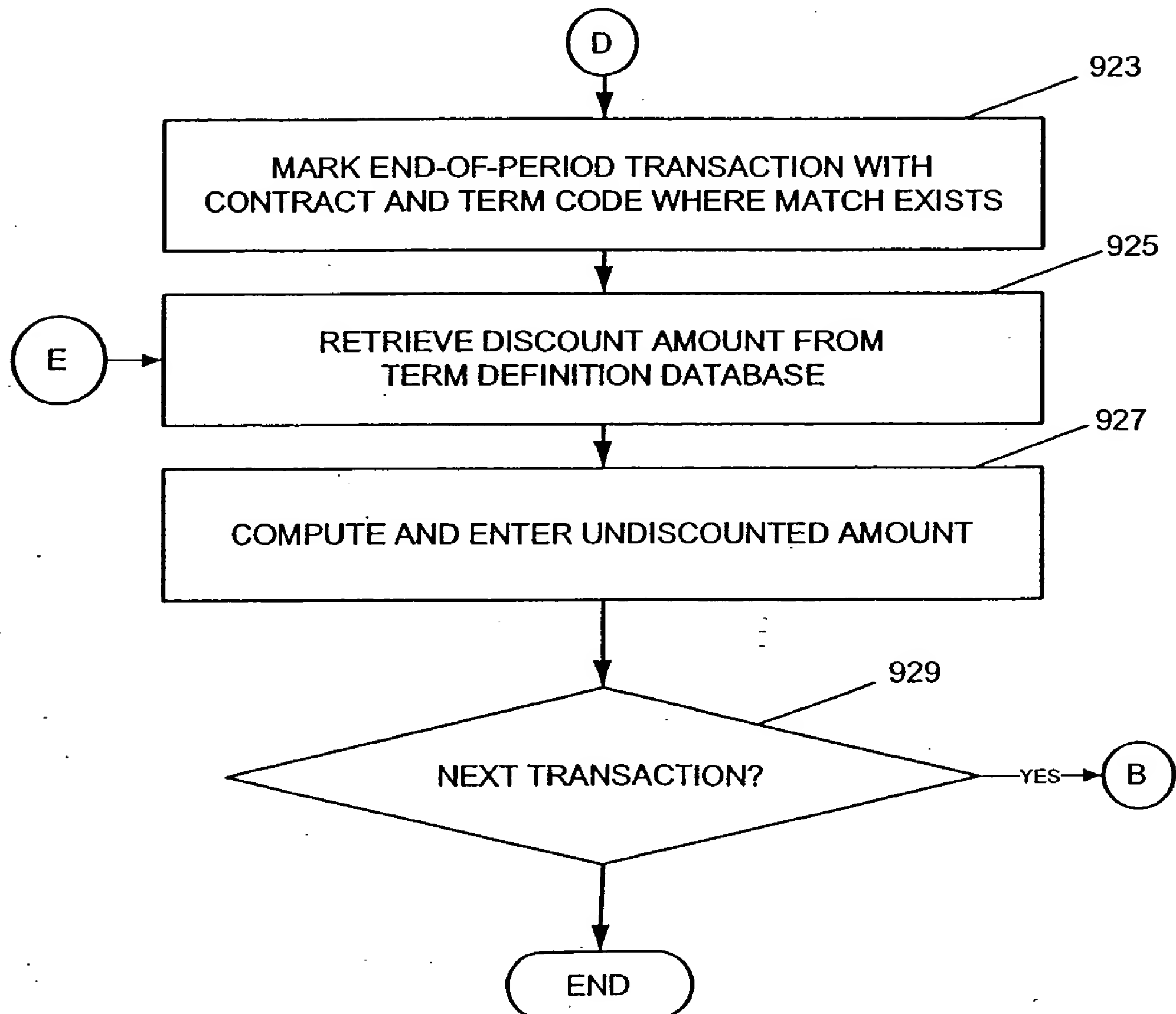


FIGURE 10.A
CREATE TRANSACTION SUMMARY DATABASE

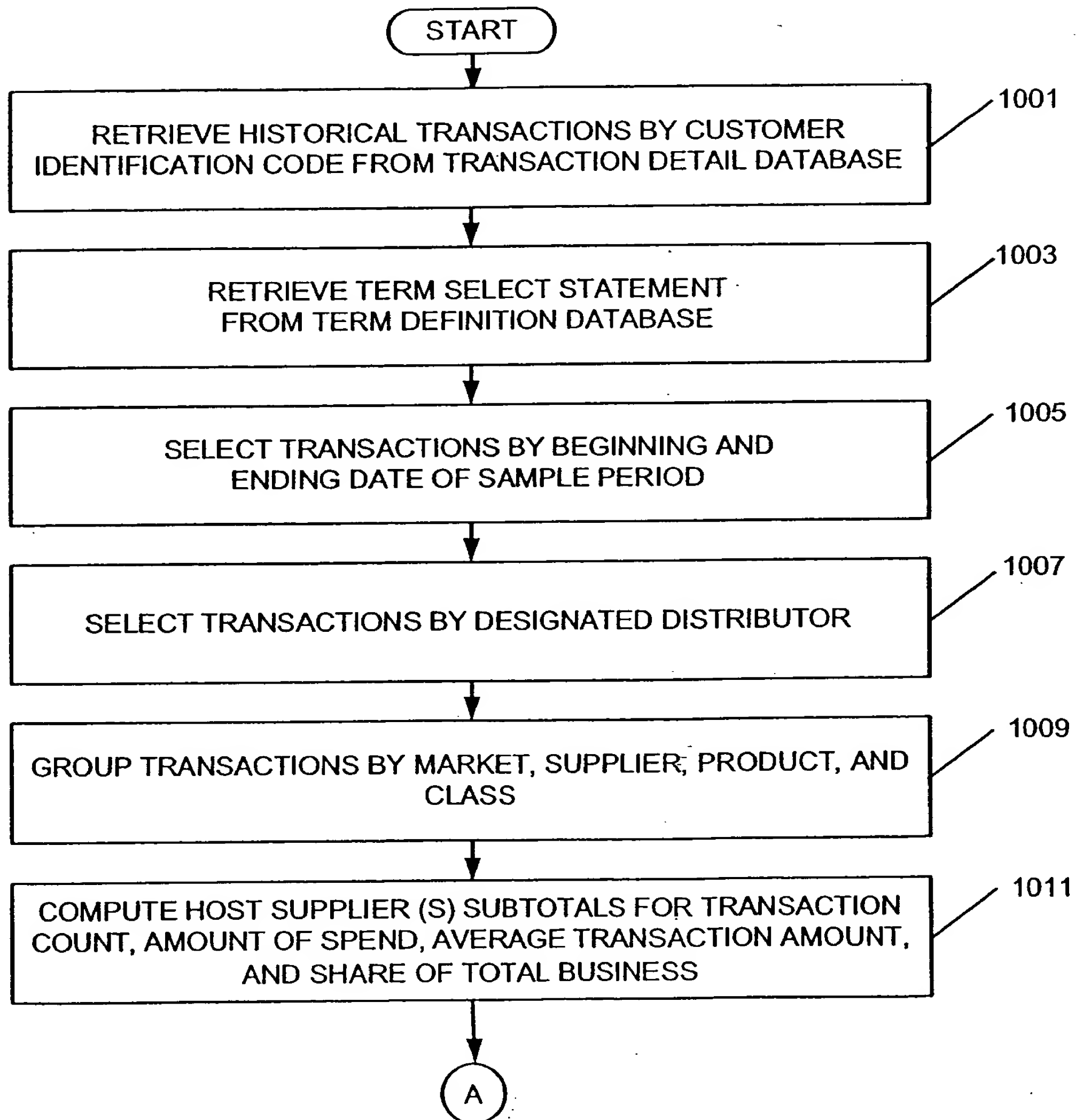


FIGURE 10.B:
CREATE TRANSACTION SUMMARY DATABASE

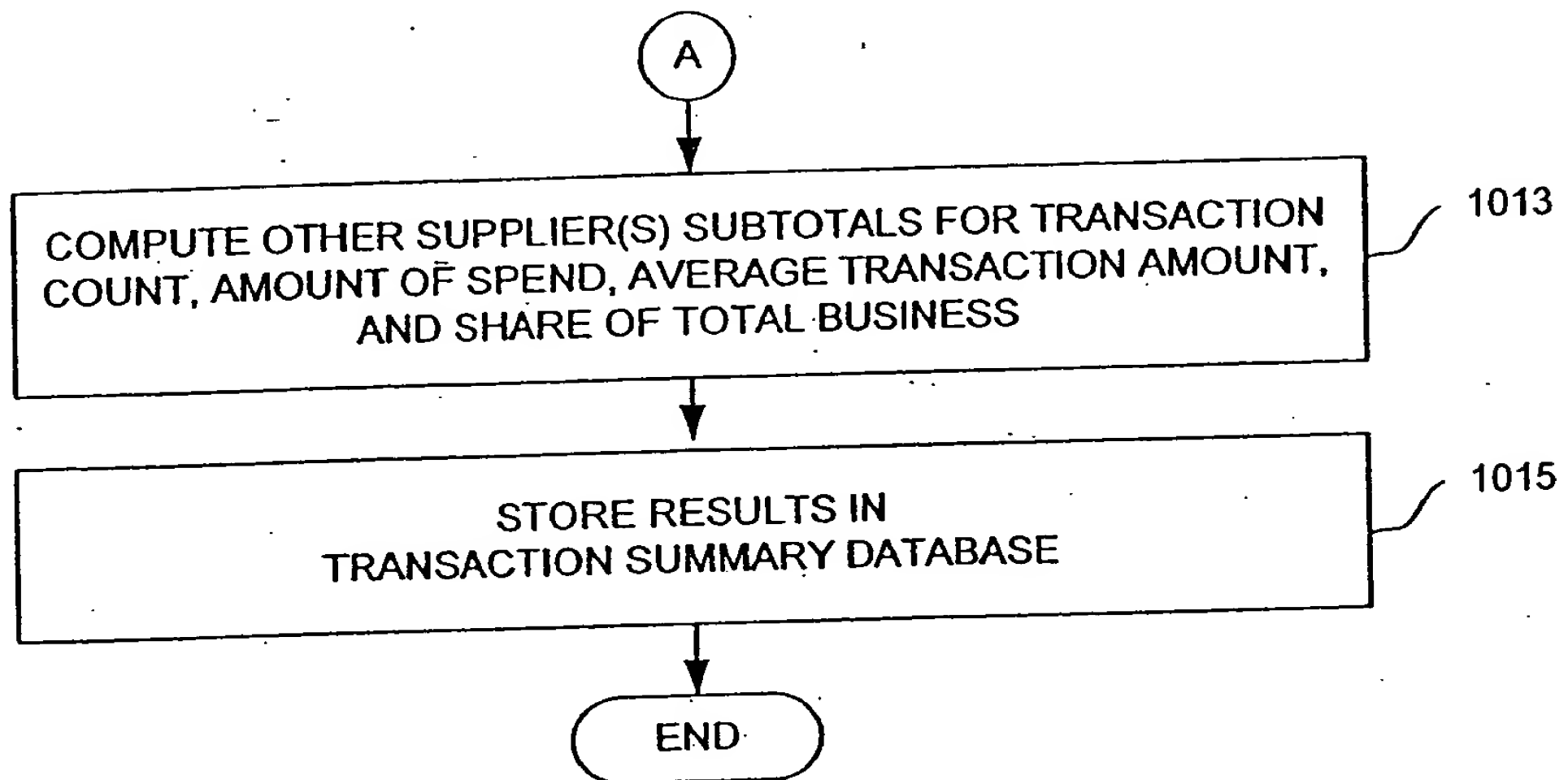


FIGURE 11.A
FORECAST TERM PERFORMANCE

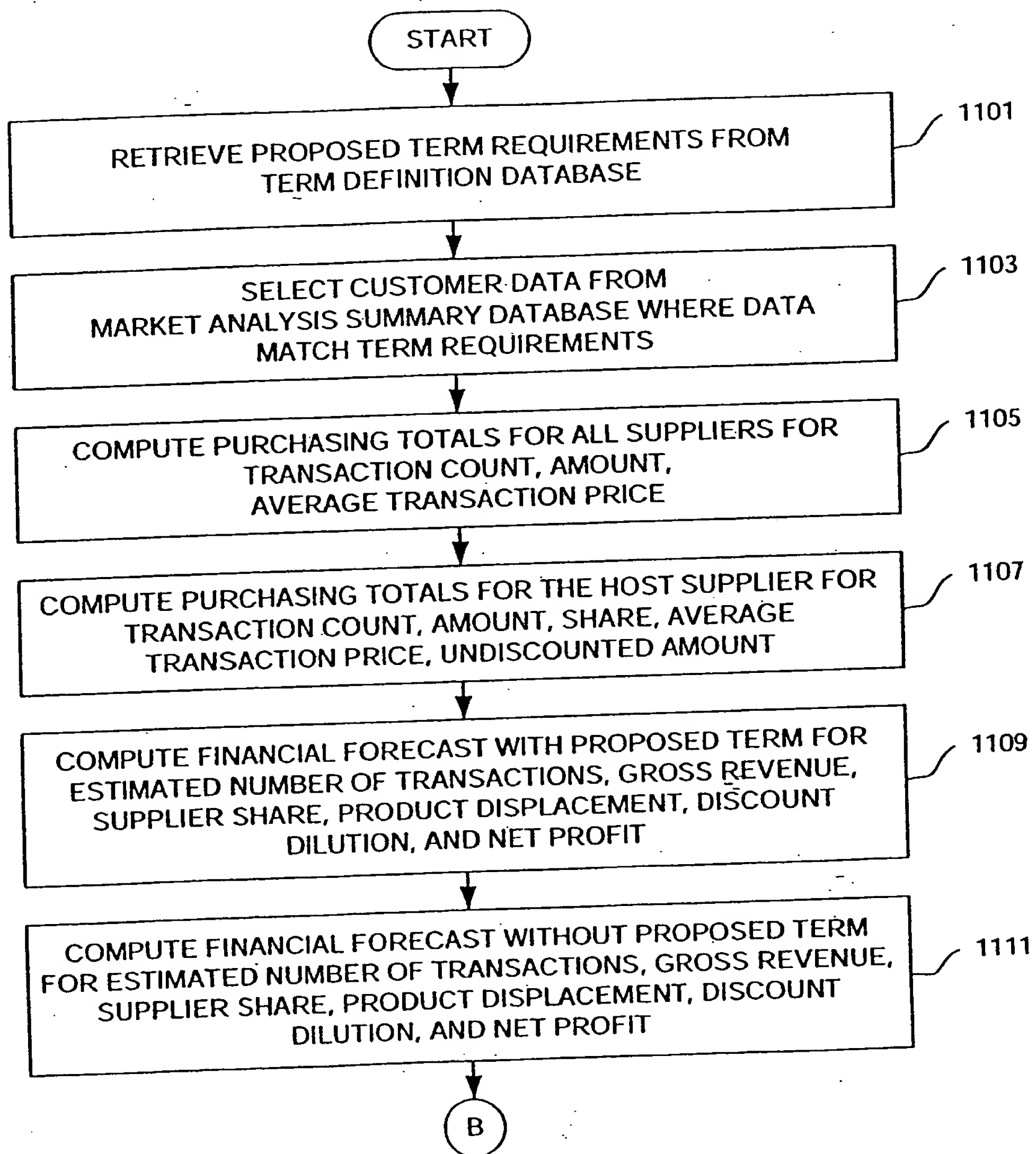


FIGURE 11.B
FORECAST TERM PERFORMANCE

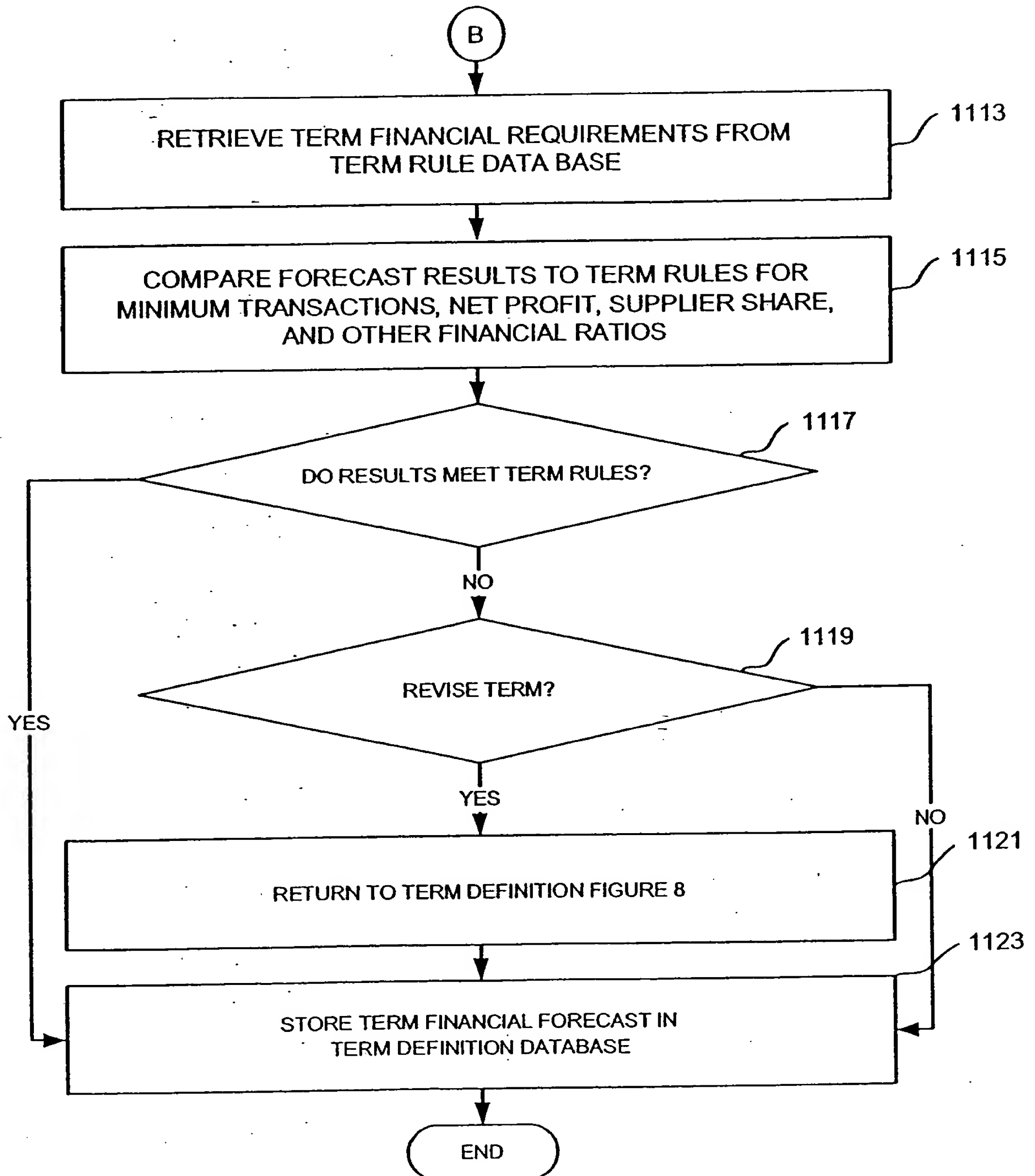


FIGURE 12.A
FORECAST CONTRACT PERFORMANCE

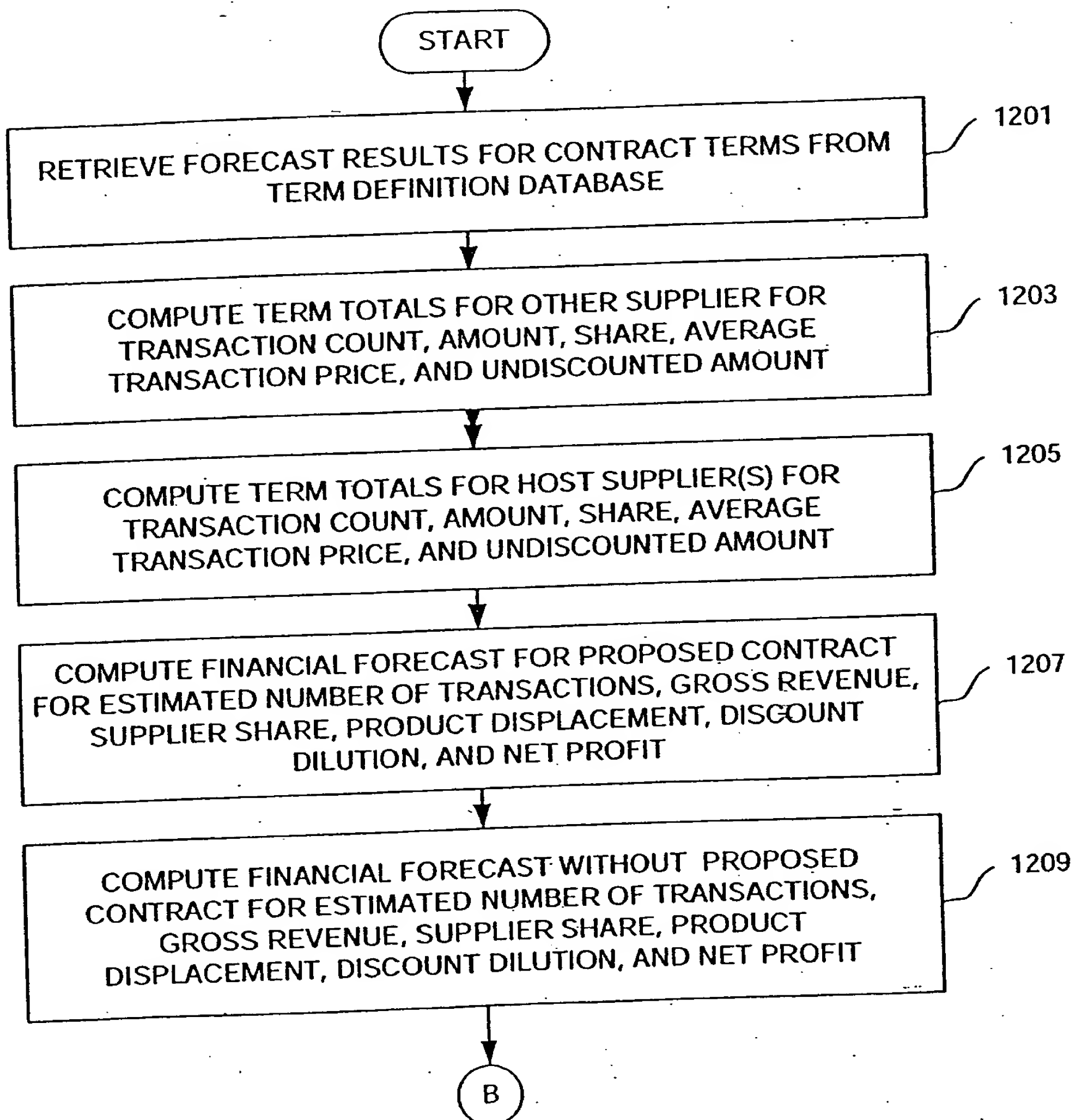


FIGURE 12.B
FORECAST CONTRACT PERFORMANCE

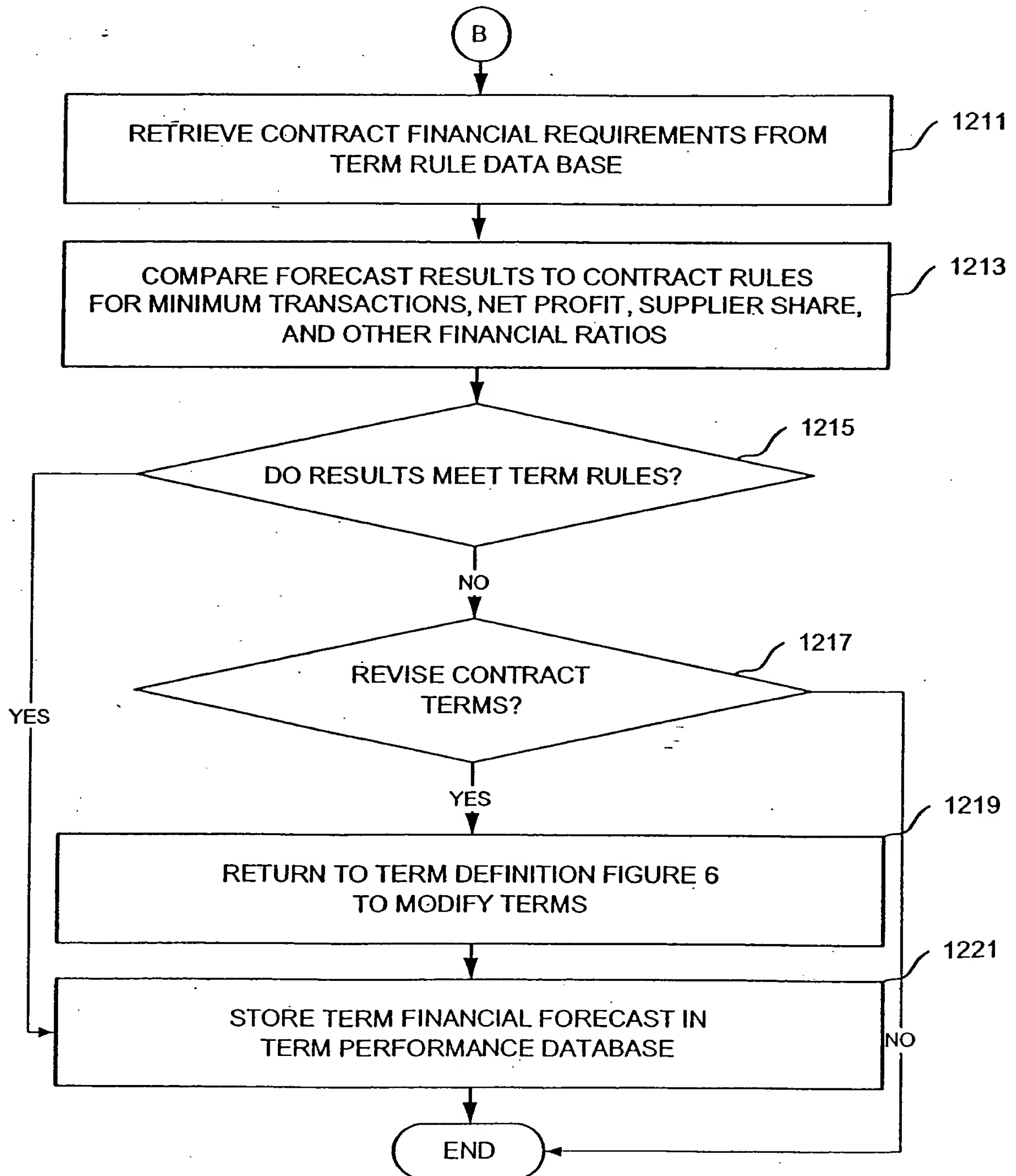


FIGURE 13
PRODUCE AND DISTRIBUTE CONTRACTS AND TERMS

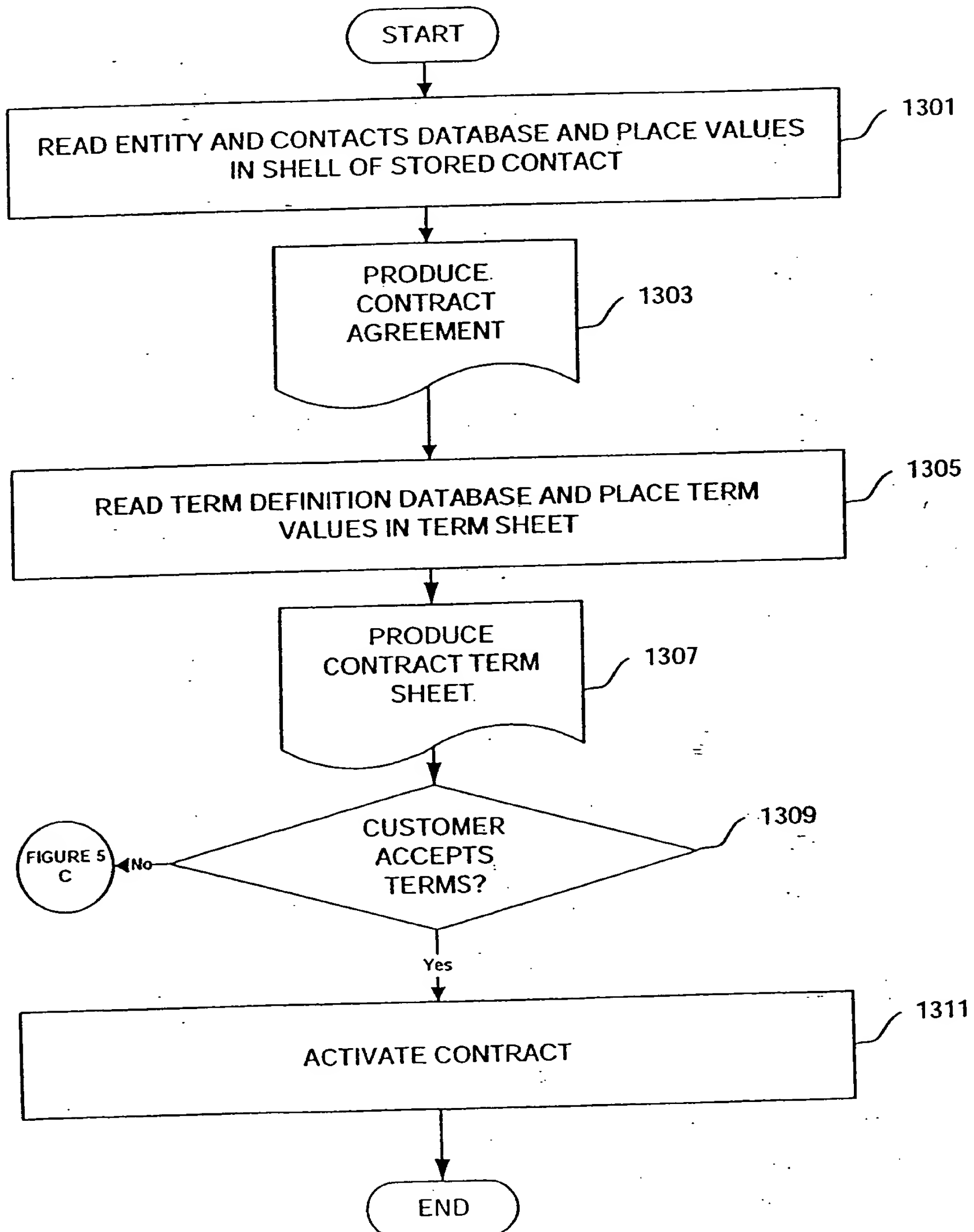


FIGURE 14.A
AUDIT DISCOUNTED TRANSACTIONS

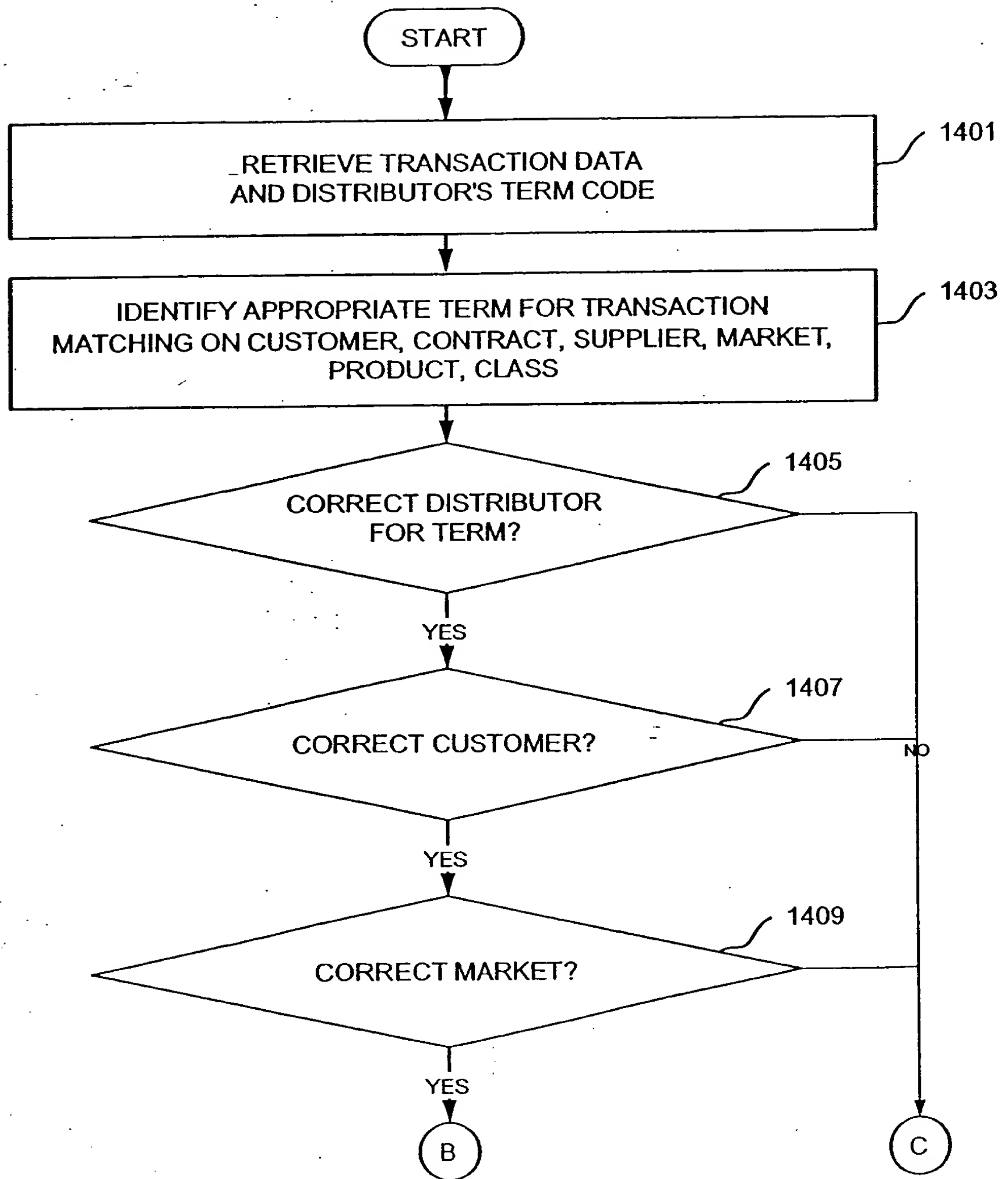


FIGURE 14.B
AUDIT DISCOUNTED TRANSACTIONS

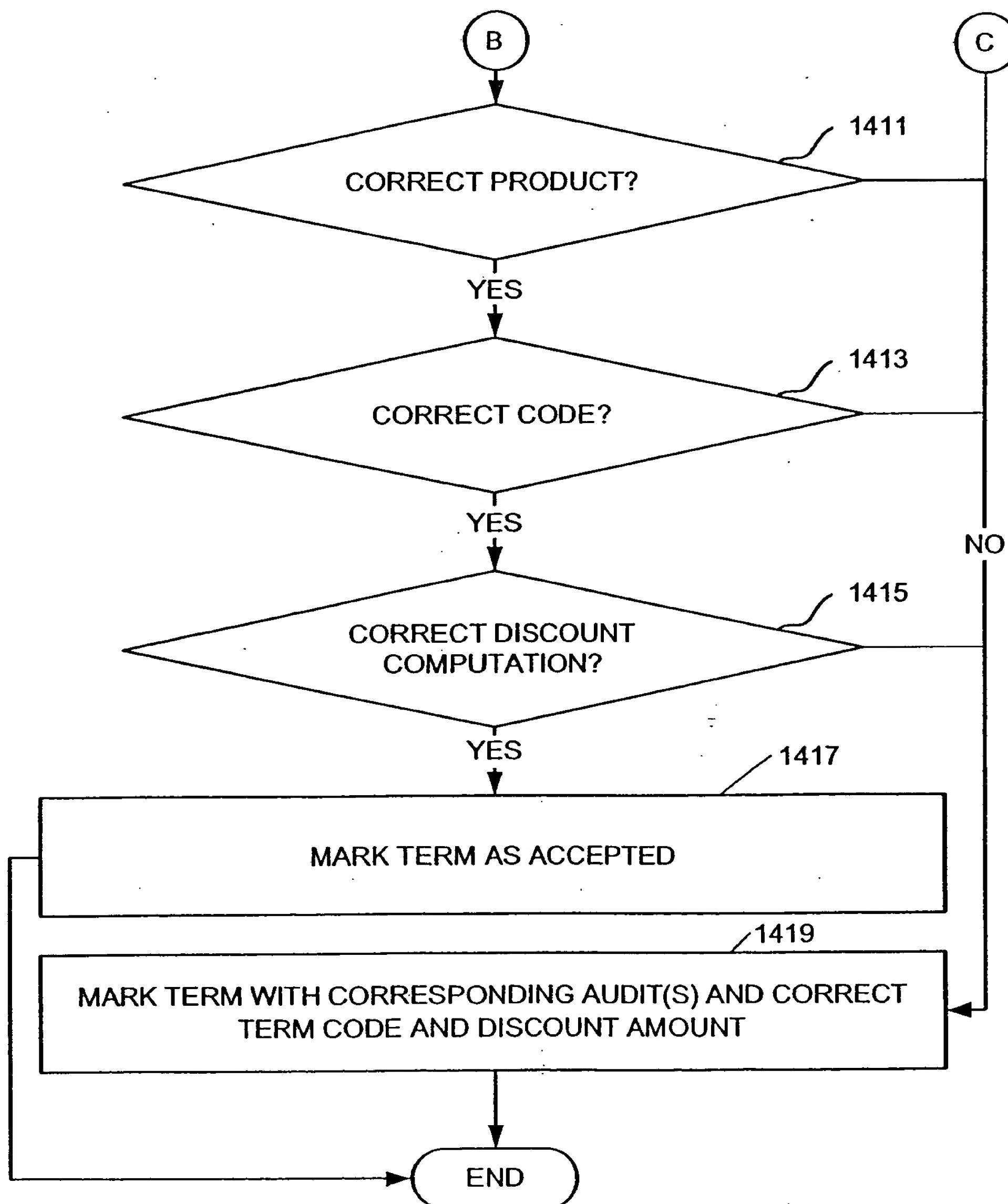


FIGURE 15A:
MEASURE ACTUAL CONTRACT PERFORMANCE

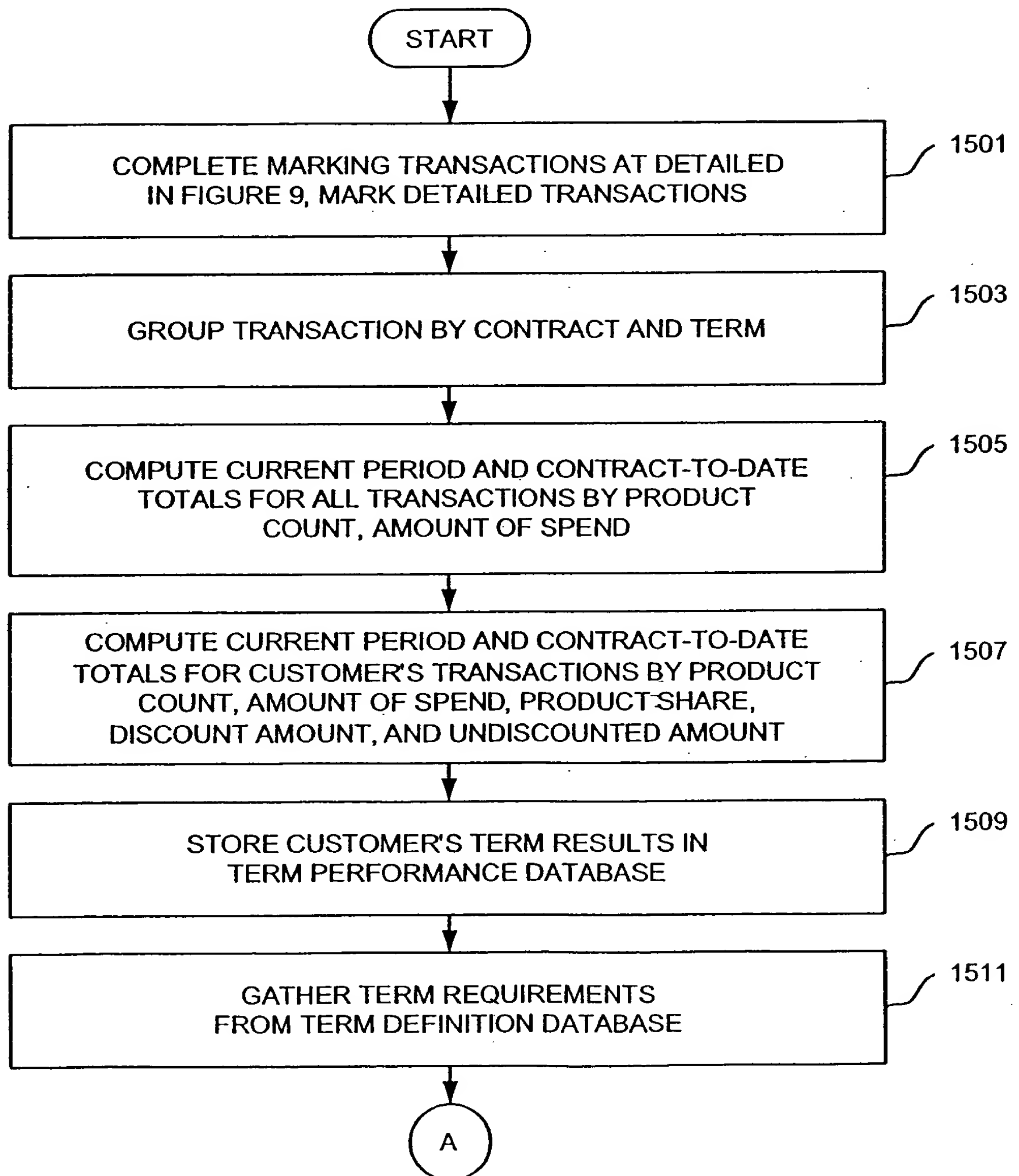


FIGURE 15B
MEASURE ACTUAL CONTRACT PERFORMANCE

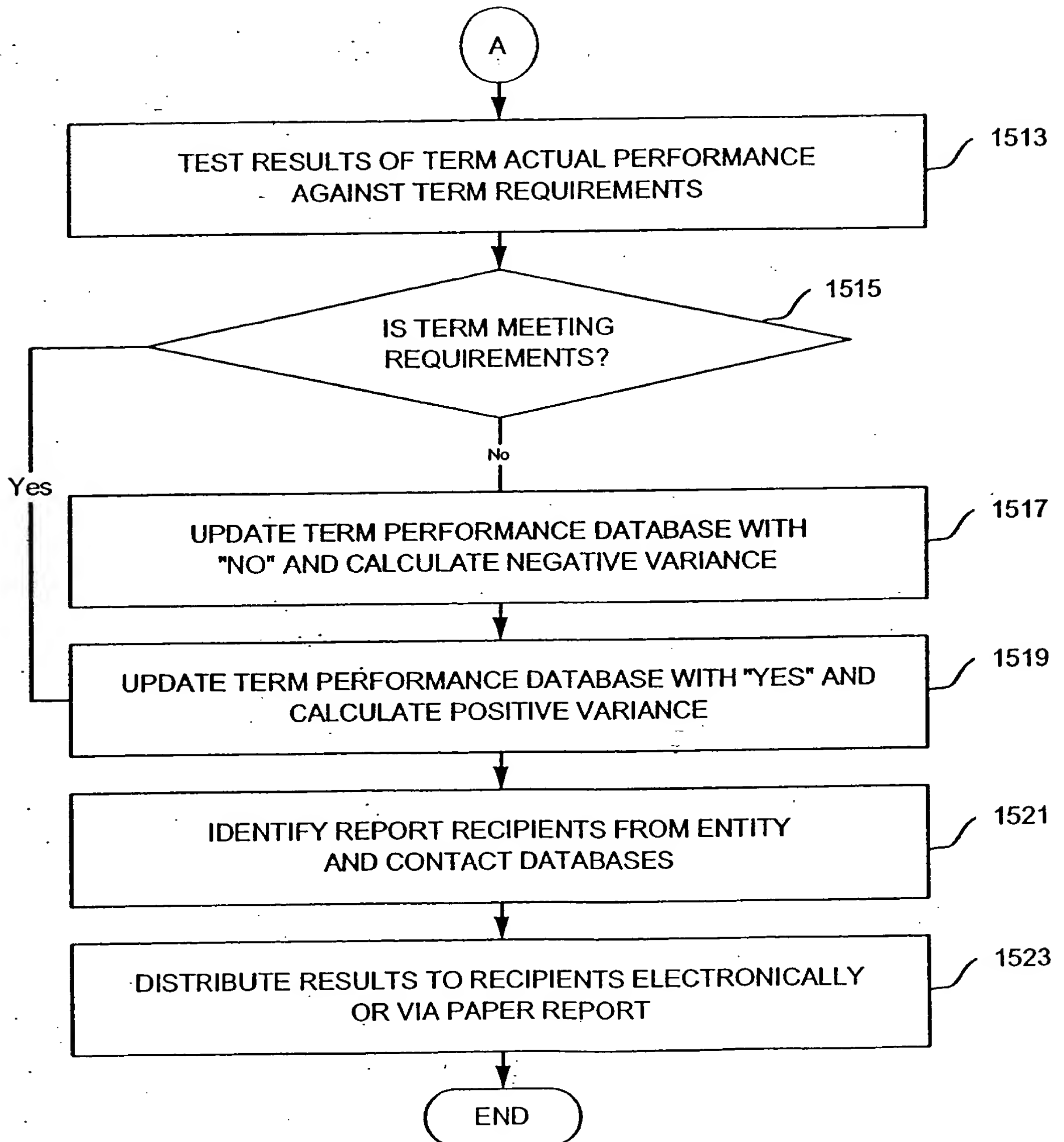


FIGURE 16:
RECONCILE TERM PERFORMANCE

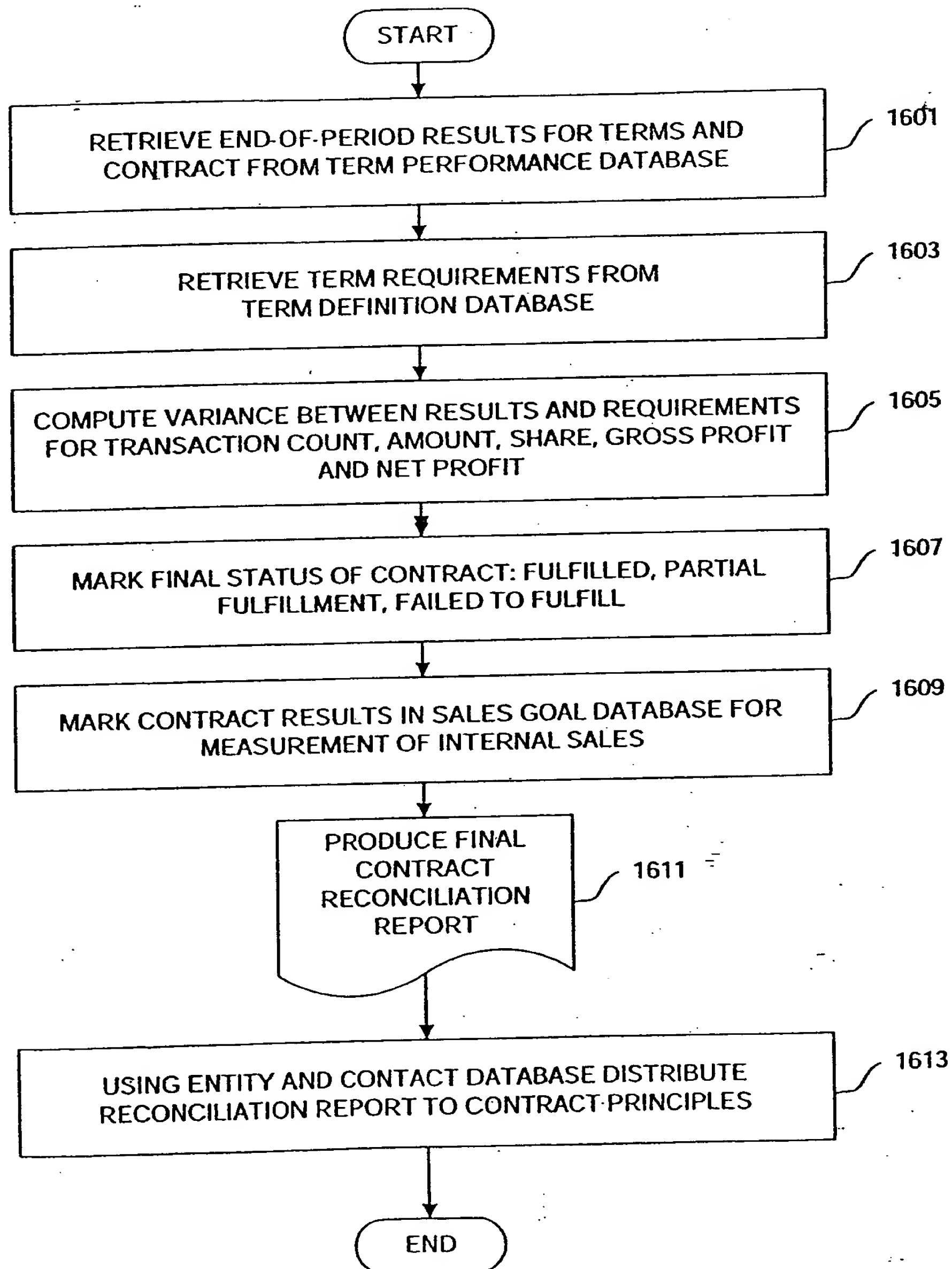


FIGURE 17:
PAYOUT DISCOUNT

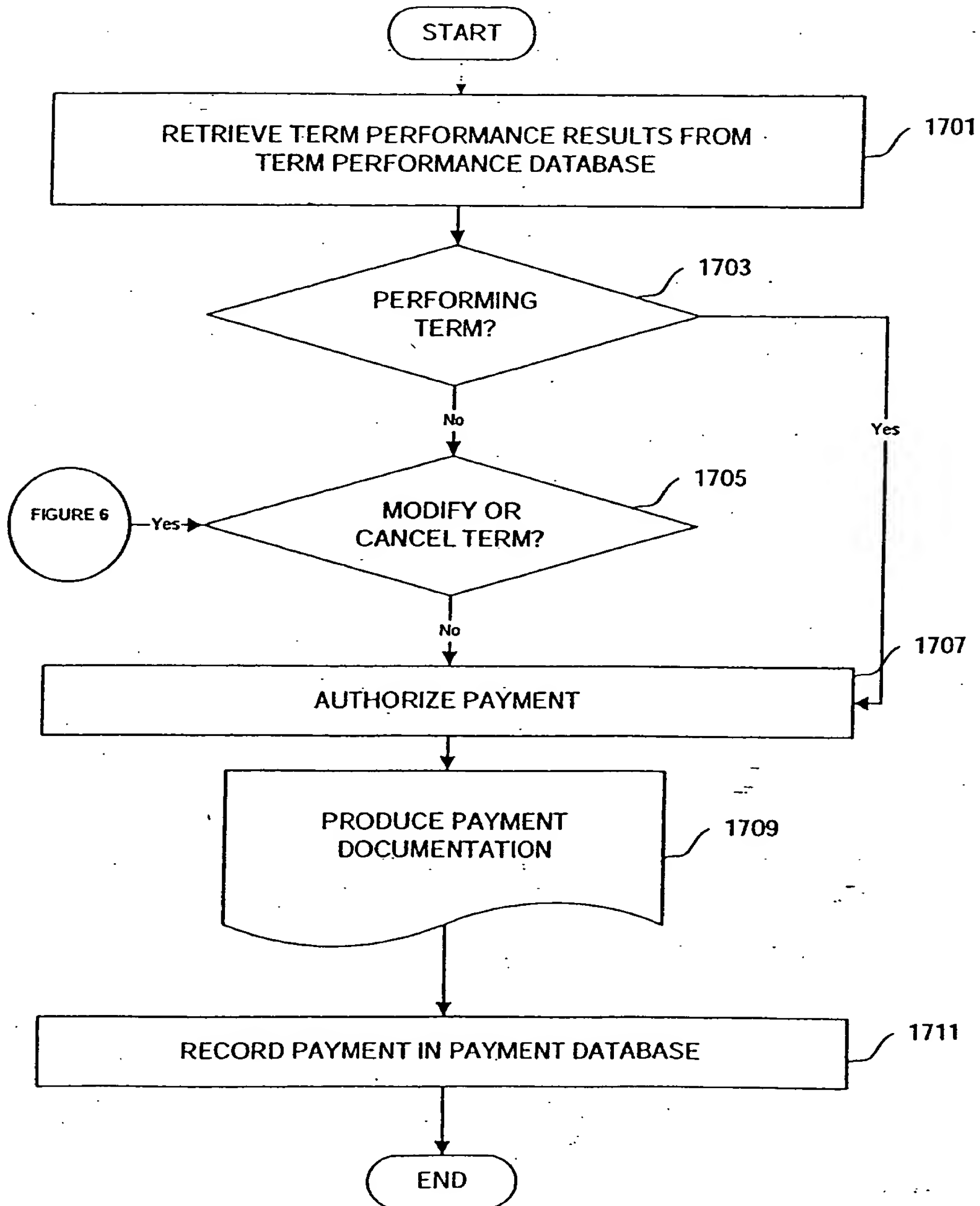


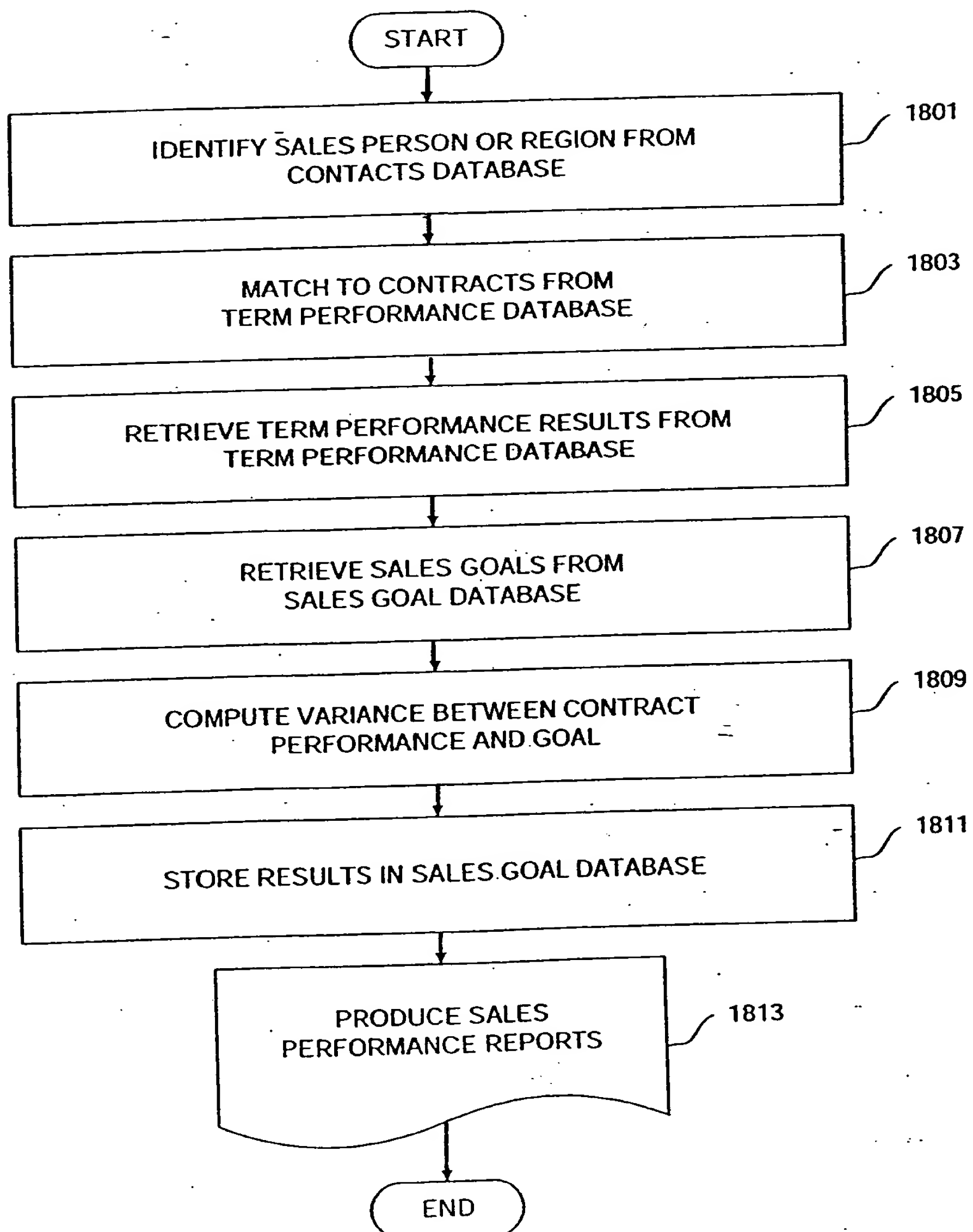
FIGURE 18:
MANAGE SALES GOALS

FIGURE 19
TRANSACTION DETAIL DATA SCREEN

1903 1905 1907 1909 1911

Ticket		1901	
Ticket Number	66044709xx	PNR Locator	BXY245
Validating Carrier	British Airways	Credit Card	Visa
Issue Date	01 Jan 2000	Frequent Flyer #	BH12345678
Passenger	Mr John Doe	Tour Code	14BV
Company	ABC Company	Commission	\$112.00
Data Source	Anywhere Travel, Inc.	Tax	\$36.00
Ticket Location	212253xx	Amount	\$1,200.00

Origin & Destination

Origin, Destination		1901	
Origin	Albuquerque	Cabin, Fare Type	Business
Connection	Houston	Fare Basis	J
Destination	Atlanta	Ticket Designator	66044709xx
Carrier	Continental Airlines	Contract	ABC2000
Operating Carrier	Continental Airlines	Net Amount	\$557.00
Depart Date	16 Jan 2000	Amount	\$600.00
Depart Time	7:40 am	Full Fare	\$800.00
Arrive Date	16 Jan 2000	Low Fare	\$0.00
Arrive Time	2:15 pm	Discount	\$200.00
Trip duration	4:30	Revenue Per Mile	.47

US to US

FIGURE 20
MARKET ANALYSIS SUMMARY SCREEN

2003 2005 2007 2009 2011

Term	Market	Cabin	Total Flights	Amount	Host Flights	Host Amount	NAS	Share	Percent of NAS
US to US	CMH - EWR	Economy	1,124	330,154	1,036	306,368	50%	92%	184%
US to US	CMH - EWR	Discount	308	35,593	296	34,676	50%	96%	192%
US to US	CMH - EWR	Economy	2,020	560,058	1,972	546,075	50%	96%	196%
US to US	CMH - EWR	Discount	184	25,847	176	24,199	50%	96%	192%
US to US	CVG - EWR	First Class	58	2,971	50	2,510	38%	10%	0%
US to US	CVG - EWR	Economy	2,424	717,894	764	205,627	33%	32%	97%
US to US	CVG - EWR	Discount	1,936	400,478	1,176	19,750	33%	19%	327%
US to US	CVG - EWR	Economy	2,176	622,224	1,424	389,845	33%	65%	197%
US to US	CVG - EWR	Discount	920	172,033	140	13,925	33%	15%	45%
US to US	DCA - EWR	Economy	2,424	314,900	2,424	314,900	100%	100%	100%
US to US	DCA - EWR	Discount	140	9,478	140	9,478	100%	100%	100%
US to US	DCA - EWR	Economy	7,064	906,571	7,064	906,571	100%	100%	100%
US to US	DCA - EWR	Discount	280	18,891	280	18,891	100%	100%	100%
US to US	DEN - EWR	First Class	36	23,197	8	6,510	36%	22%	61%
US to US	DEN - EWR	Economy	52	30,289	20	12,005	37%	38%	103%
US to US	DEN - EWR	Discount	3,244	915,660	500	142,976	37%	15%	41%
US to US	DEN - EWR	Economy	76	46,664	160	41,793	37%	69%	241%
US to US	DEN - EWR	Discount	6,244	1,779,567	3,220	950,316	37%	52%	141%
US to US	DFW - EWR	First Class	24	13,759	12	7,789	29%	50%	172%
US to US	DFW - EWR	Economy	2,608	1,392,186	1,196	586,437	30%	46%	153%
US to US	DFW - EWR	Discount	1,124	287,770	500	106,152	30%	46%	153%
Total			308,904	855,053,280	191,512	140,256,812			

2001

FIGURE 21A
DISCOUNT-ON REQUIREMENTS SCREEN

2103 2105 2107

Setup - m

Discount On | Measure On | Financial Terms

Select:

- Cabin
- Carrier, Validating
- Day of Week
- Fare Basis
- Fare Type
- Flight Number
- Market
- Market Pair
- Market Type
- Market, Connection
- Market, Cross Continent
- Market, Cross Country

Operator:

Not equal to

Service Class:

Market Pair: Equal to

Cabin: Equal to

Day of Week: Equal to

Service Class: Not equal to

Market Pair: EWR: Newark, NJ/AAD: Washington-Dulles, ...
EWR: Newark, NJ/LAX: Los Angeles, CA
EWR: Newark, NJ/MCO: Orlando Intl, FL
EWR: Newark, NJ/MSP: Minneapolis, MN
EWR: Newark, NJ/ORD: Chicago-O'Hare, IL

Cabin: First Class
Economy

Day of Week: Monday
Tuesday
Wednesday
Thursday
Friday

Update Remove

2101

FIGURE 21B
MEASURE-ON REQUIREMENTS SCREEN

2111 2113 2115

The screenshot shows a software window titled "Setup Term". It contains several sections for defining requirements. On the left, a list of categories is shown, with "Market" selected. The main area is divided into sections for "Origin" and "Destination", each with radio buttons for "Between", "Directional", and "Equal to". Below these are fields for "Origin" (containing "EWR: Newark, NJ") and "Destination" (containing "United States"). At the bottom, there are "Add" and "Remove" buttons. On the right side, there is a table with columns for "Market", "Cabin", and "Service Class". The table contains one row with "EWR: Newark, NJ / United States" in the Market column, "First Class" in the Cabin column, and "Economy" in the Service Class column. The table is labeled "2109".

Market	Cabin	Service Class
EWR: Newark, NJ / United States	First Class	Economy

FIGURE 21C
FINANCIAL REQUIREMENTS SCREEN

2119

2121

2123

2125

2117

The screenshot displays the 'Financial Requirements' screen, which is divided into several sections. The top section, labeled 2119, contains the 'Setup Term' area with tabs for 'Discount On', 'Measure On', and 'Financial Term'. Below this, the 'Term' section (2121) includes fields for 'Begin Date' (01 Jan 1999) and 'End Date' (31 Dec 2000). The 'Agency Compensation' section (2123) features checkboxes for 'Net of Commission' (checked), 'Net of Dividend' (checked), and 'Cost Card' (unchecked). The 'Special Conditions' section (2125) is currently empty. The 'Discount' section (2117) includes a 'Share of Flights' dropdown set to '85%' and a 'Percent' dropdown set to '20%'. The 'Analysis Preview' table (2125) provides a detailed comparison of financial metrics across different scenarios.

Criteria	All Carriers	No Deal	Current	Proposed	Incremental
Fair Share	37 %		0 %	20 %	
Discount			79 %	85 %	6 %
Share		17 %			
Passengers	16,984	2,987	13,480	14,439	959
Average Fare	\$321	\$337	\$335	\$265	(\$70)
Gross Revenue	\$5,454,994	\$979,509	\$4,520,016	\$3,824,801	\$2,845,292
Net Revenue		\$608,056	\$3,883,254	\$2,452,844	\$1,844,789
Customer Savings			\$0	\$956,200	\$956,200
Profit/Savings Ratio				1.93	
Profit/Dilution Ratio				4.88	
Fair Share Ratio				2.30	

FIGURE 22
CONTRACT FORECAST SCREEN

[illegible]

FIGURE 23:
ACTUAL CONTRACT PERFORMANCE SCREEN

Contract Term	Host Flights	Market Share	Host Net Amount	Market Share	Measure	Requirement	Variance	Fulfilled
ABC Company								No
US48-US48	27,010	83%	\$5,402,820	87%	Share of Flights	74%	-11%	No
IAH-DomesticMarkets	7,588	88%	1,753,837	88%	Share of Flights	82%	-6%	No
IAH-LGW/CDG/AMM Term	1,854	93%	3,461,298	92%	Share of Flights	88%	5%	Yes
US48-Canada/LatinAm/Mexico	481	44%	302,840	53%	No Requirement	0	0%	Yes
US48-Europe	250	38%	444,032	34%	No Requirement	0	0%	Yes
IAH-MTY/AMX	103	100%	38,442	100%	Share of Flights	80%	-1%	No
IAH-BRU/FRA/LHR Term	35	53%	55,382	51%	Share of Flights	60%	-7%	No
US48-AMS Term	23	17%	37,200	18%	Share of Flights	20%	-3%	No
Total	37,443	87%	\$11,870,118	71%				
Minimum	42,775		\$12,170,070					No
Contract Performance	-5,332	-14%	-\$602,954	-4%				